

Job Posting: Senior Policy Associate – Improving Practices & Outcomes

This year, [Corporation for a Skilled Workforce](#) (CSW) celebrates its 30th year as a national 501(c)(3) non-profit organization that catalyzes change in educational and labor market systems, policies and practices to increase economic mobility, particularly for people of color and others historically excluded from advancement opportunities. CSW focuses on achieving scalable improvements in worker skills, lifelong learning, and job quality. CSW collaborates with change makers to develop strategies, identify evidence to inform strategies, build the capacity of organizations, manage initiatives, and evaluate lessons learned.

Position Summary

CSW is seeking a **Senior Policy Associate** to join our Improving Practices & Outcomes team. This team's work centers on strengthening the capacity of workforce professionals to develop more effective services and policies to increase economic mobility for low-wage workers, particularly for workers of color. This strategy area's focus includes:

- Continuously improving workforce program services and practices with the use of data and feedback, a racial equity lens, and technical assistance, as currently supported through [The Workforce Benchmarking Network \(WBN\)](#).
- Facilitating peer learning and networking through regional and national learning cohorts.
- Collecting data from workforce programs through the [WBN National Survey](#) that provides field-wide performance benchmarks with program and worker outcomes disaggregated by demographics.
- Developing tools, practice guidelines, and strategy recommendations to inform and support workforce training providers, industry sector leaders, and workforce intermediaries in making continuous program and practice improvements that accelerate worker equity and advancement.

The Senior Policy Associate has experience with and expertise in the workforce system, public and privately-funded innovation initiatives, and policy and practice at the national, regional, or community levels. They have strong experience with workforce service provider strategies and implementation practices focused on a variety of business sectors and job seeker populations. This member of our team will demonstrate a good understanding of adult learning, instructional design, and effective facilitation strategies for virtual and in-person settings. The Senior Policy Associate will use their experience with using both quantitative and qualitative data to co-develop leading-edge ideas and fundable high-impact initiatives focused on improving workforce provider performance and equitable results for job seekers. This position reports to and works closely with CSW's Director of Improving Practices & Outcomes and will work with team members across the organization on various projects.

CSW is committed to building a diverse staff and strongly encourages applications from candidates of color.

Essential Responsibilities and Competencies

- **Knowledge and Expertise:** Stays informed about how quantitative and qualitative data are used to inform continuous improvement and innovation in workforce programs; understands research, policy, and practice within the field—especially those related to service provider strategies and practices, and provides thought leadership for team members, clients, and funders. Uses various methods such as the development of front-end assessment, evaluation, strategy development, reporting, facilitation and coaching to identify promising practices and recommend how best to design, implement, and document effective program models. Uses expertise, research, data, and information to generate and share knowledge, insights, and learning internally and externally with a variety of partners and audiences, within various levels of organizations and agencies.

- **Project Development/Marketing/Sales:** Co-develops concepts and proposals to promote and expand/build on existing or to generate new projects. Identifies potential products or processes that fill a client/community need within and across projects and/or the workforce system. Contributes material (blogs, thought pieces, webinars) to support CSW and strategy area development.
- **Racial Equity and Inclusion:** Assesses the degree to which privileged and marginalized status affects program initiatives; participates in strategies to increase equity; threads social justice into program, projects, and goals; and uses reflective thinking to gain insight into assumptions, world views, bias, and beliefs; engages in racial equity and inclusion professional development opportunities.
- **Project Management:** Works with Director to establish project teams, roles and responsibilities. Leads client projects as required. Monitors and ensures client satisfaction and project successes. Delivers projects on time, on spec, and on budget. Ensures project learning is articulated and shared within and across CSW teams and programs.
- **Client Relationships:** Provides timely status updates and feedback to clients. Reads and understands the context in which the client works, including political, cultural, sector-based constraints and opportunities. Recognizes and manages project scope creep and addresses project challenges in a timely and effective manner. Engages team, client, contractors and vendors in iterative feedback loops to ensure shared understanding of project, project plan, work implementation, expectations, learning, and changes in context/conditions that impact project outcomes.
- **Organizational Development:** Promotes the health and vitality of CSW to embody its mission, vision and values. Works within a whole system and contributes to the development of inclusive strategies for organizational change, transformation, and alignment. Participates in one or more of CSW's strategy teams as part of overall organizational development efforts. Identifies ways for CSW to engage in continuous innovation grounded in mission and values. Participates as a positive, open-minded, and supportive team member.

Compensation

Employee compensation includes: 1) **cash rewards** in the form of base salaries; 2) **non-cash rewards**, which can include health, dental, vision, life and disability insurances, a 403(b)-retirement savings plan, a Section 125 Cafeteria plan, and a flexible spending account; and 3) **other non-monetary benefits**, such as flexible work schedules, an informal work environment and the ability to work part- or full-time from home.

Work Location: Flexible work location. CSW headquarters is in Ann Arbor, MI but CSW team members are located around the country with most working from home offices. Limited staff travel is currently occurring. When the pandemic recovery makes travel more safe, up to 20% travel will be needed.

Full/Part Time: Full-Time **FLSA Status:** Exempt **Posting Dates:** November 4 until filled

Salary: The salary range is \$90,000 - \$110,000 and is commensurate with the qualifications and experience of the selected candidate.

Submit a resume and cover letter addressing your specific interest in the position and outlining your skills and experience that directly relate to this position. Please email materials to: Kysha Frazier, Vice President Policy & Strategy, kfrazier@skilledwork.org.