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Job Announcement

Title:	Program Specialist
Position Status:	Full-time, Non-Exempt
Reports To:	Career Advisor Lead
Hiring Range:	\$42,500 - \$59,500 per year
Benefits:	Full benefits including three weeks of vacation, every other Friday off, paid health days, paid family leave, retirement, health insurance, and more.

Founded in 1982, CWEE's mission is fostering personal and professional transformation for low-income families through confidence building, customized skills training, and career advancement. CWEE believes that regardless of personal situations and other barriers to employment, when an appropriate level of education and support is provided, individuals can and will succeed.

CWEE's commitment to building durable skills and programming that evolve with the changing nature of work remains strong. In 2020, CWEE announced its three year strategic plan which includes: improving and expanding our service delivery model, embracing a culture of organizational learning and continuous quality improvement and growing our private revenue. Given the pandemic, CWEE has accelerated its strategic planning timeline and is now able to offer our programming and services virtually.

SUMMARY OF POSITION

The Program Specialist serves on a cross-functional team committed to supporting low-income parents and adults. This position is responsible for educating and upholding program compliance for an assigned caseload of participants and responds to resource and basic needs requests. The position maintains complete, accurate and timely case notes, individualized plans and related records and contributes to data collection and reporting. The Program Specialist maintains relationships across the organization, working closely with a Career Advisor Lead.

CWEE is seeking a detail-oriented individual with a commitment to supporting program participants through education on program requirements and responding to requests around basic needs and resources. This role works closely with Career Advisors, who maintain consistent contact with all participants and make warm-handoffs to Program Specialists as needed.

Note: this position has potential to remain remote long-term.

ESSENTIAL RESPONSIBILITIES

Case Management (25%)

- Maintain an individual case load that is highly variable (averaging 150 participants)
- Responsible for educating participants on program requirements by outlining expectations and supports and creating individualized plans (IP's)
- Conduct basic needs assessment with participants to identify and connect participants to resources
- Initiate referrals both internal and external to CWEE with a focus on removing barriers to employment and to support participation in the CWEE program
- In collaboration with the participant and Career Advisor, approve supportive services requests

Program Compliance/Reporting/Data Entry (50%)

- Maintain current and accurate electronic records and physical files as case manager of record and in compliance with federal, state, county, agency and organizational requirements

- Support the creation of individualized plans as developed by the Career Advisor and participants by interpreting for program compliance
- Responsible for monthly timesheet collection and data entry and coding
- Consult with county partners and grantors on cases to share relevant information and documentation, and help advocate for participants
- Contribute to the achievement of monthly, quarterly and annual program goals

Communication (25%)

- Communicate proactively with Career Advisor
- Participate in regularly scheduled staffings across teams to discuss participant progress, responsible for program compliance
- Use effective and timely communication strategies and methods to communicate with various stakeholders

JOB QUALIFICATIONS

- Experience in human services, education, workforce development or related setting, preferred
- Demonstrated ability to work with individuals from diverse and economically disadvantaged backgrounds
- Strong ability to learn, understand and apply complex and changing guidelines related to grant requirements as well as county, state, and federal policies
- Experience with daily, detailed data entry and outreach with ability to build and utilize complex tracking systems
- Strong computer skills including web-based databases, internet research and advanced knowledge of Microsoft Office applications
- Ability to adopt a strengths-based and trauma-informed approach
- Ability to establish and maintain effective working relationships with participants and staff
- Ability to model professional dress and workplace conduct
- Excellent business writing and oral communication skills
- Deadline oriented with strong ability to follow through on tasks with little supervision

PERSONAL QUALIFICATIONS

- Commitment to CWEE's mission and providing long-term, durable self-sufficiency through quality employment
- Active contributor to a positive work culture built on ongoing learning and continuous improvement
- Flexible, a team player with a commitment to personal and professional accountability
- Solution oriented, able to make timely decisions despite ambiguity
- Proactive self-starter with excellent organizational skills and proven ability to balance multiple tasks and deadlines with attention to detail
- Results driven with strong critical thinking skills
- Strong self-awareness, confidence and integrity

TO APPLY

Send cover letter and resume to careers@cwee.org. Please indicate '*Program Specialist*' in the subject line. Materials will be reviewed and interviews scheduled as qualified applications are received.

NO PHONE CALLS, PLEASE.

CWEE is an Equal Opportunity Employer.

Minorities and individuals dedicated to diversity and multiculturalism are encouraged to apply.
A criminal background check of 7 years is required.