



Director, Workforce Partnerships & Outreach

Summary

Provides operational management of partnerships at the Goodwill Opportunity Campus (GOC), educational partnerships, and regional partners that benefit communities where we have a community room in our stores and within Career Centers. Also, provides service to internal and external partners for the Workforce Services (WFS) Division by adding partnerships and expanding the level of collaboration of established partnerships through adaptive leadership and continuous improvement of the programmatic operation and achievement of service outcomes by performing the following duties.

Essential Duties and Responsibilities are listed below in order of importance, from most important to least important.

Manages the Lifecycle Partnership based on Goodwill's partnership Philosophy and the Logic Model of services. Manages a portfolio of existing partnerships to drive collective outcomes to support organizational initiatives.

Provides leadership in developing and managing partnerships as part of the regional Career Services portfolio. Leads the management of non-profits using the community rooms in the Goodwill Stores.

Coordinates with Goodwill Leadership and strategic partners on new initiatives and partnerships to provide operational transition and effectiveness.

Researches and identifies potential partnership opportunities that drive Goodwill participant success.

Maintains productive relationships and communication plans with GOC partners and serves as the primary point of contact for established partner organizations. Serves as WFS liaison with the Marketing & Communications Team to develop the narrative of Goodwill partnerships.

Manages and prepares periodic partnership updates and outcomes in collaboration with business leaders.

Collaborates with the WFS Leadership Team to support the cultivation of recruitment and the development of partnership opportunities.

Manages the operational aspects of the collective impact of the GOC partners. Supports the GOC partners in navigating the needs and opportunities as a campus organization.

Serves as the emissary for the Chief Program Officer, as needed.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

additional Responsibilities

Performs other job-related tasks as assigned by the Chief Program Officer.

LEADERSHIP COMPETENCIES

To perform this job successfully, an individual must demonstrate the following competencies defined for a CORPORATE Leader within Goodwill's Leadership Competency Model and in alignment with our Core Values and Strategic Vision:

Mission & Community Oriented:

- Commitment to Goodwill's Mission and Core Values - Reinforces Goodwill's Mission and Core Values within the Agency and the community
- Commitment to Inclusion - Develops strategies to ensure all employees are valued, respected, and have a level-playing field
- Community and Service Driven - Effectively communicates the benefits and impact of Goodwill's efforts for all stakeholders

People Oriented:

- Relationship-Building Skills - Builds and nurtures strategic relationships to enhance support for Goodwill
- Communication Skills - Communicates for influence to attain buy-in and support of goals
- Commitment to Development - Develops tools and resources for the development of others; and Directs and ensures compliance of processes for coaching and responsiveness to all staff needs and issues

Results Oriented:

- Commitment to Quality Results - Institutes clear accountability process and ensures continuous improvement
- Business Acumen - Incorporates critical thinking skills into decision-making framework; and Directs and ensures compliance with all GISP policies and procedures
- Stewardship – Institutes sound accounting procedures and financial controls

Personal Development Oriented:

- Emotional Maturity – Anticipates emotional challenges of self/others that can sidetrack or derail growth and personal learning
- Integrity – Develops processes that are consistently executed with fairness and equity

- Capacity for Change – Creates a sense of urgency and positive tension to support change

EDUCATION and/or EXPERIENCE

Bachelor's degree in Nonprofit Management, Public Policy, Macro Social Services focus, Organizational Management, or related field; five years of increasingly responsible experience in community engagement, intersectional movement and partnership development; Extensive experience working across sectors, building coalitions and influencing teams; or the equivalent combination of education and experience. Master's degree preferred.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Driver's License (Class C), car insurance and reliable automobile. Occasional travel required. Certification in project management, Six Sigma, or other process improvement methodology is preferred.

PHYSICAL DEMANDS

While performing the duties of this job, the team member is regularly (more than 2/3 of the day) required to sit and use hands to finger, handle, or feel. The team member frequently (1/3 to 2/3 of the day) is required to talk or hear. The team member is occasionally (less than 1/3 of the day) required to walk, stand, and reach with hands and arms. The team member must frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, and depth perception.