

Prosper Appalachia Position Description for Director of Operations

POSITION TITLE: Director of Operations, Prosper Appalachia

WORK LOCATION: Based in Eastern Kentucky Promise Zone including Bell, Harlan, Jackson, Knott, Knox, Leslie, Letcher, Perry, Knott, and Whitley Counties. 30% Daily Travel Required (1-2 Days/week)

REGULARLY SCHEDULED HRS/WK: Average of 40 hours of work per week during 12-month calendar year

REPORTS TO: Founding Director, Prosper Appalachia

SUPERVISES: Director of Outreach, Volunteer Services Manager, Support

Staff

POSITION SUMMARY:

The Director of Operations will help oversee Prosper Appalachia's mission of the educational and career success of 16 – 24 years olds in Appalachia Kentucky. Founding partners of Prosper Appalachia include Eastern Kentucky Concentrated Employment Program, Partners for Education at Berea College, Fahe, Save The Children KY, and the Brushy Fork Leadership Institute. The Director of Operations will provide management and leadership to an organization that takes a place based, comprehensive approach to ensuring youth are provided a pathway to success and economic mobility. The organization will use a collective impact approach to secure investments in youth, braid public and private funding to ensure all youth are provided a pathway to success, align multi-sector partners to work toward shared outcomes, and identify and dismantle systemic barriers that impede the progress of youth. The Director of Operations will work closely with the Founding Director to establish a structured organizational framework that ensures sustainable success of the organization and programs in collaboration with partners, employers, Community Action Agencies, public K-12 schools, local colleges and universities, and community partners to develop a coordinated entry point for any youth in Eastern Kentucky seeking a pathway to a career. Core to the organization's work will be developing a structure that ensures that the founding partners, youth and employers are engaged in the organization's governance and leadership structure.

With the Founding Director's leadership, the Director of Operations will provide day to day management for the organization's first initiative -- a comprehensive paid work and internship initiative for 16 to 24 year olds seeking a pathway to career-worthy employment. This new initiative will provide youth access to opportunities in their home communities that give them a clear pathway to career and educational success. The Director of Operations will help ensure that youth looking for paid summer work experience have access to experiences that will help shape and inform next steps on the path to post-secondary education, skilled trades training, or sustainable and fulfilling employment. The Director of Operations will also help establish differentiated work experience/internship pathways with complementary curricula that are responsive to the professional and career needs of internship participants. To support this work, the Director of

Operations will assist in the creation of a structured mentorship program for intern participants upon completion of the 10-week summer program.

To fulfill organizational productivity and meet strategic goals, the Director of Operations will help manage a team of 5-7 staff members who include a Director of Outreach, Volunteer Services Manager, and 3-5 support staff. The Director of Operations will be responsible for ensuring the staff team is high performing and carrying out necessary tasks to sustain and improve the program. This includes weekly team meetings, management of organizational productivity software, and frequent collaboration with the Founding Director.

Specific Responsibilities Include:

1. Leverage existing relationships and build new ones with community stakeholders in order to develop partnerships with employers that will serve as host sites for internship candidates.
 - a. Establishment of an employer and career-pathway library that highlights each partner employer and specific career field available to interns.
 - b. Help develop and manage MOUs and clearly defined employer-intern job responsibilities.
 - c. Help establish a certification process for employers wanting to provide internship experiences.
2. Manage daily planning and organizational productivity including but not limited to:
 - a. Organizational planning and productivity software.
 - b. Maintain an up-to-date customer relationship management (CRM) system for internship candidates and partners.
 - c. Regular communication with internal team members and external stakeholders.
3. Help develop and manage success metrics, collect data, and monitor for programmatic impact.
 - a. Assist Founding Director in identifying key success measures with partners.
 - b. Support development of systems and processes for capturing success metric data that integrates with CRM and project management software.
 - c. Help develop impact reports and display outcomes to key partners and stakeholders.
 - d. Work closely with the Founding Director and Founding Partners to establish a strategic plan for program sustainability and growth.
4. Paid Internship Program and Curriculum Management
 - a. Help design and implement the candidate application system that is adaptive, unified, and user-friendly.
 - b. Oversee applicant selection process and communicate to applicants.
 - c. Help support the development of a sustainable 10-week summer professional development curriculum and ensure participants follow curriculum and track key progress measures.
 - d. Support participants as needed by identifying resources and making connections.
 - e. Assist in content creation and communicate regularly to participants and employers through established communication channels.
5. Manage aspects of finances and budgetary requirements for the program.
6. Engage with partners, participants, community, and regional stakeholders:
 - a. Seek out new opportunities to promote Prosper Appalachia in the 10-county

- service area.
 - b. Actively work with stakeholders to identify and recruit youth internship candidates.
 - c. Communicate regularly with Community Action Agencies and other workforce development organizations to ensure a structure that provides a no wrong door approach to youth engagement and support.
 - d. Lead development of a Prosper Appalachia newsletter that provides engaging and relevant information to stakeholders.
 - e. Assist with the development of a structure that ensures that the founding partners, youth and employers are engaged in the organization's governance and leadership structure.
 - f. Work with the Founding Director to establish a holistic, ongoing and structured mentorship program for summer internship participants upon successful completion of the 10-week program.
7. Assist with the development of key staff responsibilities.
- a. Help coordinate the strategic hiring process for Director of Outreach, Volunteer Services Manager, and support staff.
 - b. Collaborate with the Founding Director to establish clear performance expectations and organizational structure.
 - c. Assist with onboarding and training of staff.

TO APPLY: Send a cover letter, resume, and 3 references to Sharon Poff, EKCEP Director of Human Resources, at SPoff@ekcep.org. The deadline to apply is Friday, June 25, 2021 by 11:59pm. All inquiries about this position should also be directed to SPoff@ekcep.org.