



## **WORKFORCE SUPERVISOR- WTP**

**Salary Range:** \$37,080 – \$50,000

**Direct Supervisor:** Program Manager

### **Major function:**

Supervisory staff position providing programmatic supervision and day-to-day direction for the Welfare Transition Program (WTP). Has detailed understanding of the WTP Program, its objectives; and how there are related to achieving program goals and outcomes. Provides supervisory direction to WTP staff to ensure compliance and consistency of outcomes. Analyzes processes and procedures to optimize performance. Prioritizes assignments of WTP staff. Assist in developing and implementing project goals and objectives.

### **Major duties**

- Assists in developing and implementing WTP project goals and objectives.
- Performs duties normally associated with supervisors to include developing individual goals and objectives, performance counseling and other related activities.
- Oversees implementation of WTP policies to ensure consistency between all staff.
- Conducts internal reviews to monitor and improve program policies and procedures.
- Assesses adequacy of WTP program support activities and provides recommendations to improve these services.
- Primary point of contact for WTP continuous quality initiatives.
- Helps respond to WTP audits and other reviews. Assist in the preparation of corrective action plans as necessary.
- Identify and coordinate staff training and other developmental activities to ensure staff has in-depth technical and programmatic knowledge.
- Monitors performance reports to identify both favorable and unfavorable trends requiring attention.
- Coordinates closely with the Program Manager and Quality Assurance personnel to ensure effective program accomplishment and preclude duplication of effort.
- Perform other duties as assigned

### **Qualifications:**

Related Bachelor's degree from an accredited college/university plus work experience requirement; or equivalent combination thereof.

2 years directly related, progressively responsible work experience plus education requirement; or equivalent combination thereof.

Excellent organizational, planning and analytical skills.

Excellent verbal and written communication skills.

Ability to work independently; must be self-starter.

Demonstrated customer service skills.

**Management Responsibilities:**

- Provide feedback, guidance, coaching and mentoring to direct reports as needed.
- Provide continuous feedback and elevates issues or potential problem to supervisor in a timely manner.

**Organizational Standards:**

Staff members must be able to work effectively within a rapidly growing organization. Our day-to-day working relationships include the following commitments:

- As a team, we focus on providing quality, timely service to our clients. Integrity is present in all our decisions and actions. We keep the promises we make.
- We foster mutual trust and respect through open, accurate, and timely communication with each other and with our clients. We seek each other out for guidance and welcome critiques of our work.
- We place organizational goals above personal goals. We value the ability to work independently, but we work without ego when working in a group.
- We are committed to improving our personal and organizational strengths and weaknesses. We recognize individual and group accomplishments. We believe that work environments need large doses of optimism, humor, and forgiveness.

**Contact/Deadline:**

Please provide résumés to: [HR@workforcetampa.com](mailto:HR@workforcetampa.com)

Or fax to: **(813)740-4693 Attn: Human Resources**

**DEADLINE: Wednesday, October 15, 2008**

**LATE SUBMISSIONS WILL NOT BE CONSIDERED.**

***Please note: Make sure that the job title is on the subject line for all correspondences.***

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