

Position: LifeWorks Program Support Specialist

Summary:

The LifeWorks Program Support Specialist at Jobs Partnership is responsible for overseeing the day-to-day operations, coordination, and communication related to LifeWorks classes and events. This role ensures seamless logistical execution, facilitates effective communication between internal and external stakeholders, and collaborates across teams to support participants, volunteers, and partners. The ideal candidate will demonstrate strong organizational, communication, and event management skills, while ensuring participant success through comprehensive program support.

People Management:

This position does not have any supervisory responsibilities.

Essential Job Functions:

- Support preparing people in under-resourced communities in life and work skills utilizing Biblical principles that help them with essential skills training, connections to resources and access to better job opportunities.
- Lead the coordination and execution of LifeWorks classes, ensuring all logistical needs are met smoothly.
- Monitor, track, and evaluate participant progress, ensuring the timely completion of homework and assessments to drive individual success.
- Update and distribute all program-related internal and external communications to appropriate stakeholders, utilizing the most effective channels for timely and clear messaging, such as calendars, LinkTree, Salesforce, Trello email, texts, class handouts, flyers, homework, etc.
- Ensure all class materials are secured, organized, and distributed in alignment with scheduled deadlines.
- Coordinate logistics at the class site, working closely with the Partnership Manager and Church Liaison to complete the facilities checklist, ensure classroom setup meets standards, and provide digital marketing kits and essential items to start each class session.
- Collaborate with the Volunteer Manager and Participant Success Advisor to address barriers to success (such as absences, incomplete assignments, technology barriers, career coaching, and connections to Career & Technical Education and employers) and explore opportunities for participant growth and development.
- Collaborate with the Partnership Team to communicate signature events and updates to participants and volunteers.
- Collaborate with the Partnership Team to support LifeWorks recruitment efforts, ensuring clear communication with participants, volunteers, and alumni.
- Coordinate and execute LifeWorks Graduation, managing details such as venue selection, catering, program logistics, speaker coordination, entertainment, and preparation of certificates, awards, and related materials.
- Support event leaders in the execution of key events such as Volunteer Appreciation, Volunteer Training, Pathways to Success, Community Resource Fair, Career Expo, and networking events.
- Establish and maintain relationships with vendors and venues and secure contractual agreements to ensure smooth logistics for all events.
- Perform other related duties as assigned.

Key Behaviors/Skills:

- Consistently demonstrates all Job Partnership's Core Values.
- Strong interest in preparing people in under-resourced communities in life and work skills utilizing Biblical principles that help them with essential skills training, connections to resources and access to better job opportunities.
- Exceptional communication skills, oral and written, with call return etiquette, email responsiveness, and social media awareness.
- Exceptional interpersonal skills with ability to develop relationships cross-functionally with internal and external stakeholders.
- Ability to work independently and as part of a team.
- Excellent organizational and time management abilities with exceptional attention to detail and follow-up.
- Exceptional program and project management skills including building systems and procedures for diverse stakeholders.
- Ability to ask thoughtful, probing questions and actively listen to uncover themes and issues.
- Values the opinions of others.
- Maintains strict confidentiality with sensitive and personal information.
- Ability to recognize issues that require attention and provide effective solutions and support.
- Ability to adjust quickly to changing situations and multi-task effectively.
- Resourceful
- Resilient
- Displays high integrity
- Ownership mentality; self-motivated and driven.
- Pleasant, approachable demeanor, and enjoys helping others.
- Sensitive to others' needs and feelings with empathetic listening, coaching, and encouragement skills.
- Passion for high standards.
- Highly knowledgeable in Microsoft Office Suite, Google Suite, and other relevant software with willingness to learn other technologies.

Qualifications:

- **Education/Certifications:**
 - Associate or Bachelor's degree in administration, communication, project management, event planning or other related degree, preferred; or two to three years of equivalent experience.
- **Experience:**
 - Minimum of two years of experience in workforce development, project management, administrations, organization, time management, or non-profit sector relating to community development.
 - Proficiency with data management software, CRM software, Salesforce, Canva, Adobe, or related databases, preferred.
- **Other Key Requirements:**
 - Passion for Kingdom work.
 - Biblical worldview of work and service.
 - Must be available, at least one evening weekly during LifeWorks classes (currently 28 evenings per year) and available for JP evening and weekend events, as needed.

Physical Requirements:

- Prolonged periods of stationary office work, up to 8 hours at a time.

- Occasionally climb, bend, stand, twist, kneel, crouch, squat, and balance neck while performing other tasks.
- Lift items up to 15lbs, infrequently.
- Ability to travel within Central Florida visiting multiple sites/locations.

Jobs Partnership is committed to making reasonable accommodations for individuals with disabilities consistent with the requirements of federal, state, and local laws and regulations.