



Assistant Director of Culture and Climate Position Description

About PowerCorpsPHL

Launched in September 2013, PowerCorpsPHL is a City of Philadelphia AmeriCorps initiative. Operated in partnership with EducationWorks and the Philadelphia Youth Network, PowerCorpsPHL engages Opportunity Youth in transforming their lives through service. PowerCorpsPHL enrolls members in full-time AmeriCorps service for 6 months with City departments to tackle pressing environmental challenges, including the need for improved stormwater management, increased tree coverage, and revitalized public land. Through a rigorous combination of service and training, corps members develop and practice essential 21st Century workforce skills, including time management, conflict resolution, accountability, teamwork, leadership, and network building. As PowerCorpsPHL alumni, individuals receive the customized support they need to secure career-track employment, pursue post-secondary education, and/or enroll in additional national service.

Successful staff and leaders within PowerCorpsPHL embrace their affiliation with AmeriCorps and share a number of common characteristics: commitment to the mission and goals of the program, dedication to their role in achieving those goals, and willingness to work across teams to create and maintain a strong program culture capable of creating opportunity and overcoming challenges.

Position Overview

The Assistant Director of Member Experience is responsible for the oversight of PowerCorpsPHL's AmeriCorps crews' performance and success. Directly reporting to the PowerCorpsPHL Director, the Assistant Director of Member Experience will lead a team of 6 Crew Leaders focused on providing leadership, guidance, supervision and support to young people with barriers to success through a 6-month term of AmeriCorps service. The Assistant Director of Member Experience will work closely with the Assistant Directors of Data & Compliance, Professional Development, and Supportive Services to ensure all aspects of the PowerCorpsPHL program model are carried out with consistency and fidelity. The Assistant Director of Member Experience will also supervise the Deputy Climate Manager who supervises ACLs and mediates member issues and contributes to the overall positive culture in the program.

Essential Functions

The Assistant Director of Member Experience will:

- Provide supervision and leadership to program staff, including:
 - Ensuring professional knowledge base of all program staff including but not limited to leadership of Opportunity Youth, program mission and outcomes, AmeriCorps service requirements, and policy, procedure and resource systems
 - Identify professional development needs and opportunities for program staff
 - Ensure appropriate and objective supervision, support, and coaching of corps members
 - Situational management and resource attainment for members
 - Support Crew Leader management of members through group and individual preventions and interventions
 - Complete staff evaluations; formal and informal
- Lead all staff in best practices in positive group culture, collaboration, and restorative practices – in partnership with Deputy Climate Manager.
- Provide program leadership to corps members, including:
 - Supervision of Crew Leader team, including crew leader professional development and building/maintenance of general crew leader culture.
 - Building, with staff, corps-wide culture of community and care
 - Building positive, caring relationships directly among corps members
 - Guiding PowerCorpsPHL members in meeting personal and professional objectives

- Leading one-on-one meetings with corps members in support of Crew Leaders and corps members
 - Creating culture of and training for corps member personal accountability and understanding of PowerCorpsPHL resources
 - Guide corps members and staff toward successful corps member completion of AmeriCorps service through ongoing education and corps member development
 - Member time management and pay oversight, including timesheet approval responsibilities and follow-through and member payment
- Collaborate with the Manager of Training and Curriculum & the Assistant Director of Workforce Development to inform and implement the following critical components of the PowerCorpsPHL model:
 - Pre-Service Orientation
 - AmeriCorps member training curriculum
 - AmeriCorps service delivery
- Collaborate with the Assistant Director of Data & Compliance to collect data, track outcomes, and streamline systems of information sharing, including coordination of:
 - Feedback and assessment of corps member candidates during recruitment and on-boarding
 - Collection of AmeriCorps member mid- and end-of term evaluations, as well as other forms and processes required for enrollment and completion
 - Changes in corps member status
 - Administration of AmeriCorps policies and procedures, including adherence to the list of prohibited activities
 - support recruitment informational session/events in collaboration with CPC, including assigning members and/or crews to such events.
- Collaborate with the Assistant Director of Supportive Services to ensure that barriers to a member's success in the program are being met & addressed consistently across departments
- Contribute to PowerCorpsPHL and EducationWorks program reporting as requested
- Contribute to the promotional efforts of the program through social media and technology-based efforts and agency events

Education, Experience & Skills Required

- Bachelor's degree with a minimum of 7 years experience working with Opportunity Youth and/or similar high risk population
- Minimum five years experience in staff supervision and managing a team or department
- Minimum two years experience in vocational education, outdoor/environmental education, and/or workforce development
- Ability to establish and foster relationships with cross sector partners and to work as a part of a collaborative team
- Excellent self-direction and the ability to take ownership and drive responsibilities through to completion
- Strong oral and written presentation skills
- Demonstrated commitment to diversity cultural competency
- Proficiency in Microsoft Office
- Successful completion of background checks (PA state criminal, Department of Public Welfare Child Abuse, National Sex Offender Public Registry, and F.B.I. fingerprinting)

Core Competencies

Caring Relationships

- Motivate and lead program staff to work collaboratively perform with excellence
- Establish and foster, with diverse partners, positive relationships and open, informative and effective communication

- Demonstrate high level of enthusiasm for and ability to convey the PowerCorpsPHL mission to internal and external stakeholders in a clear and compelling manner
- Exercise sound judgment

Professionalism and Professional Development

- Self direct and assume full ownership over responsibilities
- Set clear direction and accountability for staff while offering opportunities to share resources, obtain professional development and advancement to reach goals and objectives
- Provide clear communication and high level of organization to all staff; including sound written and oral communication skills
- Present strong problem solving processes
- Commit to professional development to advance skill growth of serving urban youth

Cultural Competence and Inclusion

- Promote inclusive behaviors and practices and equity among staff; setting high standard for open dialogue and problem solving

Adolescent Development and Empowerment

- Commit to the advancement of urban youth; including staff development

Program Management

- Evaluate program effectiveness and build capacity to develop systems and align resources to optimize success
- Develop relationships and plans to advance the goals of the PowerCorpsPHL program

Please submit a resume and cover letter to PowerCorpsPHL@educationworks.org with the subject line as “Position Title_Last Name” (ex. Assistant Director Member Experience_Smith).