



Wellspring House, Inc.

Director of Job Training Initiatives – Salem / Gloucester / North Shore

Who We Are

Founded in 1981, Wellspring House Inc. is a leading non-profit organization with programs extending throughout the 20 cities and towns of Massachusetts' North Shore region. Our mission is to inspire families and adults to achieve employment and financial stability through stable housing, education, job training and career readiness.

Reports To: Executive Director

FLSA Status: Exempt, 40 hours per week

Salary: \$75,000 - \$85,000

Benefits: Generous benefits package includes BCBS medical, Delta Dental, life and disability insurances, 3% matching, SIMPLE IRA, sick days, 3 weeks of paid vacation, and 13 paid holidays

Required Qualifications and Experience

- At least five years of experience in a managerial position within workforce development, educational administration, or health care;
- Master's Degree in Education, Health Care Administration, Social Work or related field. Or, substantial work experience in lieu of advanced degree;
- Ample experience working with a lower-income population and providing front-line services to adults and families experiencing multiple stressors;
- Prior training in the area of Trauma Informed Care;
- Excellent communication skills;
- Approval by the Massachusetts Division of Occupational Licensure to teach subjects (can be obtained upon hire).
- Prior experience in state or federally funded programs such as Supplemental Nutrition Assistance Program (SNAP) Employment & Training, and Comprehensive Integrated Employment Services (CIES).
- Familiarity with Commonwealth of Massachusetts workforce development channels and funding streams.
- Strong commitment to the Wellspring House mission.
- Computer competence in the Microsoft Office Suite, Internet, and e-mail.
- Experience utilizing program or other applicable databases.
- Excellent interpersonal skills including the ability to collaborate.
- Self-organized.
- The ability to work well with a diverse group of students and faculty.

Essential Duties and Responsibilities

The Director of Job Training Initiatives provides leadership for the management and expansion of Wellspring House's job training programs. To date, Wellspring's focus on job training has been in the health care field, namely through our HealthCare Office Support Training Program (HOST). The program (also known as MediClerk) is run in close partnership with Salem Hospital, North Shore Physicians Group (NSPG), and is housed on the Salem Hospital Campus. The Beth Israel Lahey Beverly and Addison Gilbert Hospitals are emerging partners, along with numerous outpatient community-based health care offices.

In 2022, Wellspring became a Provider in the Department of Transitional Assistance (DTA) Path to Work program, under the Comprehensive Integrated Employment Services (CIES) initiative. This launched an additional component of individualized, comprehensive career advising and coaching using an Economic Stability Roadmap Assessment model. Career advising is provided to local adults considering any number of roles in health care. Long-term support is available to alumni of the HOST program as they move into new jobs, progress, and seek further professional development over time.

Senior Leadership for the Healthcare Office Support Training Program (HOST)

- Maintain relationships with senior officials within Salem Hospital, North Shore Physicians Group, Beth Israel Lahey Healthcare System and other community-based health care offices to ensure a successful and ever-evolving program;
- Expand relationships with senior officials within local hospital and health care systems to continue broadening HOST's job placement network;
- Represent HOST in the external community environment, especially with the North Shore cities and job placement entities who fund the program;
- Participate in committees engaged in cross organization collaboration and workforce planning including MassHire / the North Shore Workforce Board;
- Ensure ongoing assessment and refinement of curriculum in partnership with human resources, workforce development, talent acquisition and practice manager colleagues in local hospital systems;
- Ongoing creation/modification assessment of the HOST's policies and protocols in partnership with the faculty and staff team;
- Maintain an ongoing presence in the classroom as needed for course coverage and to ensure smooth operations;
- Work in partnership with Executive Director, Manager of Job Training Initiatives, and other members of the Job Training Initiatives team to strengthen how Wellspring supports program participants who are facing hardship in the areas of housing, family, and other needs;
- In keeping with Wellspring's Strategic Plan, advocate and plan for appropriate staffing levels and resources for Job Training Initiatives.

Senior Leadership in the area of Partnership Expansion

- Lead conversations with local hospital and health care systems to pursue future program expansion;

- Lead collaborations with North Shore Community College and other local institutions of higher education to pursue “credit for prior learning” in Medical Office Administrative Assistant credit and degree tracks;
- Identify and pursue (in collaboration with the Executive Director) expansion efforts for HOST as outlined in Wellspring’s Strategic Plan, including building relationships with additional health care institutions, and attracting new funding sources.

Documentation and Compliance

- Oversee and complete annual reports to Division of Occupational Licensure and the MassHire Division of Career Services Eligible Training Provider List;
- Ensure that the two-year application cycle to the Division of Occupational Licensure is completed in a timely manner;
- Maintain documentation and data systems necessary for state licensure and compliance with funding and contracts.

Funding, Budget Compliance and Creation

- Propose and manage the annual Job Training Initiatives budget each fiscal year;
- If unanticipated budget needs arise, work in partnership with Executive Director to address these needs;
- Conduct strategic and operational planning pertaining to new funding channels.

Supervision of Staff

- Directly supervise the Manager of Job Training Initiatives, Program Coordinator, Program Associate, and Instructors. One Career Advisor is supervised by the ‘Manager’.
- Responsible for the hiring of quality faculty;
- Conduct annual performance reviews of staff;
- Ensure regular, timely, and progressive professional development opportunities for the faculty team.

Other duties may be assigned as programmatic or staffing changes require new job responsibilities.

Location and Schedule

This is a full-time, 40/hour per week role based primarily in Salem, MA, with 2-3 days per month at Wellspring’s Gloucester office. The position includes work-from-home flexibility one day per week.

Send Initial Application with cover letter and resume to: DirectorHR@wellspringhouse.org. In the subject line, write your name and the position title. We will contact ONLY those individuals selected to continue in the search process. No phone calls please.

Wellspring is an Equal Opportunity Employer that is committed to creating an inclusive organization. We actively seek a diverse pool of candidates for this position.