



EDA Recompete – Eastern Kentucky Workforce Training and Support Network – Accountability Manager

Shaping Our Appalachian Region (SOAR) is hiring a full-time position for its Eastern Kentucky Workforce Training and Support Network (WTSN) component project under its Phase II application to the EDA Recompete Pilot Program. The Accountability Manager will lead a team of Accountability Coordinators responsible for ensuring that prime age employment gap (PAEG) clients facing barriers to employment stay on track with their independent training plans. You will oversee the coordination efforts to hold external and internal partners accountable to these plans, fostering collaboration and accountability to maximize the success of our program. This is a grant-funded position serving 12 SOAR counties: Bell, Floyd, Harlan, Johnson, Knott, Knox, Leslie, Letcher, Magoffin, Martin, Perry, and Pike.

This position will report to the Recompete WTSN Project Manager.

Duties and Responsibilities

1. Supervise a team of Accountability Coordinators, providing guidance, support, and feedback to ensure they effectively fulfill their roles and responsibilities.
2. Develop and implement strategies, policies, and procedures for monitoring PAEG clients' progress in their training plans and holding external and internal partners accountable to these plans.
3. Conduct regular meetings and check-ins with Accountability Coordinators to review caseloads, discuss challenges or obstacles, and provide support and guidance as needed to ensure workers receive the necessary assistance.
4. Collaborate with program leadership to set goals, objectives, and performance metrics for the Accountability Team, and track progress against targets to ensure program effectiveness and accountability.
5. Serve as a liaison between the Accountability Team and other program staff, including training coordinators, career counselors, resource specialists, and peer mentors, to facilitate communication, coordination, and collaboration.
6. Monitor and evaluate the effectiveness of the accountability process, collecting feedback from prime age workers, Accountability Coordinators, and partners to identify areas for improvement and implement solutions.
7. Develop and maintain relationships with external partners, such as educational institutions, training providers, and industry partners, to ensure alignment of services and resources with the needs of prime age workers.
8. Coordinate with program evaluators and data analysts to collect, analyze, and report on key performance indicators and outcomes related to prime age worker progress and program impact.
9. Provide regular updates and reports to program leadership and stakeholders on the status of prime age worker training plans, progress, challenges, and outcomes.

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10. Stay informed about best practices, trends, and innovations in workforce development, adult education, and accountability measures, and incorporate relevant insights into program planning and implementation.

Expectations

1. Strong interpersonal and communication skills, with the ability to build relationships, facilitate collaboration, and communicate effectively with diverse stakeholders.
2. Excellent organizational and time management skills, with the ability to prioritize tasks, manage multiple responsibilities, and meet deadlines in a fast-paced environment.
3. Knowledge of workforce development principles, accountability measures, and best practices in program management and supervision.
4. Experience working with prime age workers or similar populations facing employment gaps, and understanding of the challenges and barriers they may encounter.
5. Proficiency in computer skills, including experience with database systems, word processing, and email.
6. Ability to work independently and as part of a team, with a collaborative and solution-focused approach to program management and leadership.
7. Commitment to maintaining confidentiality and privacy of client information, and adherence to ethical standards and professional boundaries.
8. Flexibility to adapt to changing priorities, needs, and circumstances, and willingness to embrace innovation and continuous improvement.

Culture and Core Values

SOAR's mission is simple: grow Eastern Kentucky's population.

Our team culture is anchored by putting the interests of Eastern Kentucky first in all that we do. We believe treating others the way we want to be treated is always within our control. Our core values include faith, selflessness, grit, integrity, and empathy. We do our best to exemplify these daily in our interactions with each other and with external partners.

Why SOAR?

The SOAR organization offers a chance to be part of a movement that's bigger than any one of us individually. Eastern Kentucky won't be solved by others. It's going to take us to come together to find the

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solutions. Through communications, collaborations, and convenings, SOAR is on the front lines helping to get the right people in the right rooms to ensure the future of Eastern Kentucky burns as bright as ever.

SOAR offers a competitive salary along with the following benefits:

- 100% paid individual health insurance
- SIMPLE IRA retirement plan
- Cell phone stipend
- Mileage reimbursement for work-related travel
- Laptop provided
- Annual bonus

Apply Now

Please apply [here](#).

SOAR is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.