

# Job Announcement

<b>Job Title</b>	Hanifen Employment Center Manager
<b>Location</b>	Colorado Springs, CO
<b>Compensation</b>	\$37,000 - \$40,000 DOE
<b>FLSA Classification</b>	Exempt
<b>Application Deadline</b>	Open Until Filled

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## Company Overview

Catholic Charities of Central Colorado, Inc. is the social service arm of the [Diocese of Colorado Springs](#). It was incorporated as a 501(c)(3) human service organization in 1968. It is currently one of over 1,600 [Catholic Charities USA](#) social service agencies in the United States.

Catholic Charities provides social services throughout a 10-county area with most of the services targeted to people living in Colorado Springs, Castle Rock, El Paso County and Douglas County. The agency is accredited by the [Council on Accreditation](#) and provides services to people of all races, backgrounds, and beliefs.

Catholic Charities *Provides Help and Creates Hope* for people who are poor and vulnerable in our area through the efforts of a wide range of programs and services.

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## Job Summary

Manage and ensure the excellence of Hanifen Employment Center program offerings for job placement, vocational skill development, life skills coaching, financial literacy and budgeting, as well as on-site partner agency program services. Ensure compliance with regulatory and performance standards for each program. Foster a professional, safe and welcoming atmosphere where clients are treated with dignity and respect. Integrate community needs assessment, stakeholders, and program outcomes to refine and develop client programs that lead individuals to greater self-sufficiency.

Full details and employment application are available at [www.CCharitiesCC.org](http://www.CCharitiesCC.org)

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## Qualifications

- Bachelor's Degree in human services field, business, or education. Training and certification in workforce development and/or financial counseling is a plus.
  - Five years of experience as a supervisor at the team or departmental level.
  - Three years client service delivery, case management and/or workforce development experience preferred.
  - Experience working with homeless/at risk, formerly incarcerated, and disabled populations.
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## To Apply

Submit a [cover letter](#), [resume](#), and [completed employment application](#) (available at [www.CCharitiesCC.org](http://www.CCharitiesCC.org)) to [HR@ccharitiescc.org](mailto:HR@ccharitiescc.org).

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Catholic Charities of Central Colorado is an Equal Opportunity Employer

**Catholic Charities of Central Colorado Job Description**  
**Hanifen Employment Center Manager**

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**Reports To:** Income & Relief Services Director

**Department:** Income & Relief Services

**FLSA Classification:** Exempt

**Salary Range:** \$37,000 - \$40,000

**Supervision:** Client Advocate, Hanifen Employment Center Instructor, Partner Agency Representatives, and Volunteers

**Evaluation:** First six months of employment and annually thereafter

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**General Purpose**

Manage and ensure the excellence of Hanifen Employment Center program offerings for job placement, vocational skill development, life skills coaching, financial literacy, and budgeting as well as on-site partner agency program services. Ensure compliance with regulatory and performance standards for each program. Foster a professional, safe and welcoming atmosphere where clients are treated with dignity and respect. Integrate community needs assessment, stakeholders, and program outcomes to refine and develop client programs that lead individuals to greater self-sufficiency.

**Essential Duties/Responsibilities**

- Commitment to Mission, Values, and Ethos of the agency and the animation of those foundational principles in the programming and services provided to people in need, our partners, and the community as a whole.
- Provide employment services to low-income and housing insecure individuals from initial screening and intake to skills assessment and development, interview, job placement, and aftercare.
- Oversee the Peer Navigator program including management, supervision, and training of new Peer Navigators. Assess program outcomes, navigator performance, and growth opportunities within the community.
- Manage and evaluate Marian House Works! vocational training programming in tandem with partner agencies and training supervisors in order to refine training processes, improve participant experience, and support successful placements.
- Develop and manage a suite of financial literacy programming targeted to low-income individuals. Recruit partners and volunteers to implement training curricula on a range of topics: budgeting, banking, credit, and more.
- Provide financial counseling to clients through direct staffing and partner agencies in support of internal programs and those of other departments, as necessary. Track program participant data and financial outcomes over time.

- Oversee the Community Option to Provide Energy (COPE) utility program by assisting eligible clients with required paperwork, maintain files to meet Colorado Springs Utilities' requirements, and attend meetings as necessary.
- Manage and continue to develop an organizational structure that facilitates the effective functioning of the Hanifen Employment Center in collaboration with service participants, other departments, and partner agencies.
- Monitor overall service delivery standards and program development for self-sufficiency programming. Provide supervision for staff, including individual and group meetings. Ensure staff meet or exceed performance standards.
- Participate in the ongoing development and implementation of programs, policies, and procedures. Provide an effective means of reporting, monitoring services, and the maintenance of appropriate records, files, and reports that are consistent with areas of responsibility. Maintain accurate monthly and annual statistical reports of program data and outcomes.
- Cultivate strategic and operational relationships with community organizations and employers for growth within Marian House Works! program resources and appropriate placements for clientele seeking employment.
- Serve as agency Homeless Management Information System (HMIS) primary or alternate administrator overseeing training and system utilization, as well as performing data entry and reporting tasks in HMIS.
- Supervise all data management functions and outcomes reporting.
- With the Income & Relief Services Director and senior agency staff, support fund development and public relations efforts for the Income & Relief Services Department. Ensure that the needs of clients and families are represented to civic, community organizations, local services agencies, government, and other funding partners to generate necessary resources.

## **Education/Experience**

- Bachelor's Degree in human services field, business, or education. Training and certification in workforce development and/or financial counseling is a plus.
- Five years of experience as a supervisor at the team or departmental level.
- Three years client service delivery, case management, and/or workforce development experience preferred.
- Experience working with homeless/at risk, formerly incarcerated, and disabled populations.

## **Skills & Competencies**

- Demonstrated self-starter and ability to work independently with little supervision.
- Excellent communication (verbal and written), problem solving, listening, and interpersonal skills, with the ability to form and maintain positive work relationships.

## **Requirements**

Analytical and creative mind with the ability to work efficiently, effectively, and multitask in a high volume, time sensitive, fast-paced environment.

- Demonstrated ability to apply culturally appropriate skills in interactions with clients, co-workers, volunteers, partner agencies, and other community members.
- Ability and willingness to work within the established structure of Catholic Charities.
- Occasional evenings and weekends are required to accommodate meetings and special events.

## **Work Environment**

- A majority of the assigned duties are performed in an office environment.
- The employee is subject to both inside and outside environmental conditions.
- Interacting with vulnerable and at risk populations introduces stressors including but not limited to erratic or volatile behaviors or outbursts and potential for secondary trauma from listening to other people's financial and personal problems.
- Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions of this position.

This description is not intended, and should not be construed, to be an exhaustive list of all responsibilities, skills, efforts, or working conditions associated with this job. It is intended to be an accurate reflection of the principal job elements essential for making compensation decisions.



**Employment Experience:** List all of your current and previous positions (paid and unpaid) in chronological order starting with most recent. Please complete this section and attach additional sheets as needed even if you submit a resume.

1. Employed From \_\_\_\_\_ To \_\_\_\_\_  
Company Name \_\_\_\_\_ Your Title \_\_\_\_\_  
Address \_\_\_\_\_ Your Department \_\_\_\_\_  
City & State \_\_\_\_\_ Supervisor's Phone Number \_\_\_\_\_  
Supervisor's Name and Title \_\_\_\_\_  
Work Performed \_\_\_\_\_  
\_\_\_\_\_

Reason for leaving \_\_\_\_\_

2. Employed From \_\_\_\_\_ To \_\_\_\_\_  
Company Name \_\_\_\_\_ Your Title \_\_\_\_\_  
Address \_\_\_\_\_ Your Department \_\_\_\_\_  
City & State \_\_\_\_\_ Supervisor's Phone Number \_\_\_\_\_  
Supervisor's Name and Title \_\_\_\_\_  
Work Performed \_\_\_\_\_  
\_\_\_\_\_

Reason for leaving \_\_\_\_\_

3. Employed From \_\_\_\_\_ To \_\_\_\_\_  
Company Name \_\_\_\_\_ Your Title \_\_\_\_\_  
Address \_\_\_\_\_ Your Department \_\_\_\_\_  
City & State \_\_\_\_\_ Supervisor's Phone Number \_\_\_\_\_  
Supervisor's Name and Title \_\_\_\_\_  
Work Performed \_\_\_\_\_  
\_\_\_\_\_

Reason for leaving \_\_\_\_\_

4. Employed From \_\_\_\_\_ To \_\_\_\_\_  
Company Name \_\_\_\_\_ Your Title \_\_\_\_\_  
Address \_\_\_\_\_ Your Department \_\_\_\_\_  
City & State \_\_\_\_\_ Supervisor's Phone Number \_\_\_\_\_  
Supervisor's Name and Title \_\_\_\_\_  
Work Performed \_\_\_\_\_  
\_\_\_\_\_

Reason for leaving \_\_\_\_\_

5. Employed From \_\_\_\_\_ To \_\_\_\_\_  
Company Name \_\_\_\_\_ Your Title \_\_\_\_\_  
Address \_\_\_\_\_ Your Department \_\_\_\_\_  
City & State \_\_\_\_\_ Supervisor's Phone Number \_\_\_\_\_  
Supervisor's Name and Title \_\_\_\_\_  
Work Performed \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Reason for leaving \_\_\_\_\_

6. Employed From \_\_\_\_\_ To \_\_\_\_\_  
Company Name \_\_\_\_\_ Your Title \_\_\_\_\_  
Address \_\_\_\_\_ Your Department \_\_\_\_\_  
City & State \_\_\_\_\_ Supervisor's Phone Number \_\_\_\_\_  
Supervisor's Name and Title \_\_\_\_\_  
Work Performed \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Reason for leaving \_\_\_\_\_

7. Employed From \_\_\_\_\_ To \_\_\_\_\_  
Company Name \_\_\_\_\_ Your Title \_\_\_\_\_  
Address \_\_\_\_\_ Your Department \_\_\_\_\_  
City & State \_\_\_\_\_ Supervisor's Phone Number \_\_\_\_\_  
Supervisor's Name and Title \_\_\_\_\_  
Work Performed \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Reason for leaving \_\_\_\_\_

Of the jobs you have held, which did you like the most, and why? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Of the jobs you have held, which did you like least, and why? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

May we contact your present employer?       YES       NO

**Please list 3 professional references**

1. Name \_\_\_\_\_ Telephone \_\_\_\_\_  
Address \_\_\_\_\_ Relationship \_\_\_\_\_

2. Name \_\_\_\_\_ Telephone \_\_\_\_\_  
Address \_\_\_\_\_ Relationship \_\_\_\_\_

3. Name \_\_\_\_\_ Telephone \_\_\_\_\_  
Address \_\_\_\_\_ Relationship \_\_\_\_\_

In order for your application to be considered, you must sign the Applicant's Declaration, Authorization, and Release.

**Applicant's Declaration, Authorization, and Release**

Any applicant who knowingly or willfully makes a false statement of any material fact or thing in the application is guilty of perjury in the second degree as defined in Section 18-8-503, C.R.S., and, upon conviction thereof, shall be punished accordingly.

My answers on this application and on any resume I provide are complete and true. I understand that the submission of any false or incomplete information in connection with my application, whether on this or other documents or in interviews, will be cause for the rejection of my application or the termination of my employment at any time. I authorize Catholic Charities of Central Colorado, Inc. and its agents to verify any information related to my application or resume. I also authorize all individuals, schools, employers, and law enforcement officials to freely provide any information concerning my background, and I hereby release any and all of them from any liability for doing so.

\_\_\_\_\_

Print Name

\_\_\_\_\_

Signature

\_\_\_\_\_

Date

**Background Checks.** State and Federal background checks will be completed on all applicants prior to receiving an offer of employment for available positions with Catholic Charities of Central Colorado.

**E-Verify.** Federal law requires all employers to verify the identity and employment eligibility of all persons hired to work in the United States. Catholic Charities of Central Colorado participates in E-Verify. For more information on your rights and responsibilities as an applicant, please visit: <https://www.e-verify.gov/>

**Work Visas.** Catholic Charities of Central Colorado does not sponsor work visas. All eligible applicants must be currently authorized to work in the United States on a full-time basis.