

Job Description
MassHire Franklin Hampshire

Position Title: Young Adult Programs Manager (WIOA and YouthWorks)
Status: Exempt, Full-Time, Non-Union Represented
Grade: Grade 8
Location: This position is stationed in Greenfield, MA
Supervisor: Young Adult Programs Director
Date: August, 2026

Position Summary:

Manages the day-to-day operations of MassHire Franklin Hampshire's (MHFH) direct service Young Adult Programs (YAP). These include WIOA (the Workforce Innovation and Opportunities Act) Youth, Youthworks, and some select grant-funded initiatives. Provides direct supervision and leadership to Young Adult Career Counselors while ensuring program quality, regulatory compliance, positive performance outcomes, and effective participant services. Works closely with the Young Adult Programs Director to implement departmental priorities, support grant activities, monitor performance, and maintain partnerships with workforce, education, employers, and community organizations throughout the region.

Essential Functions/Responsibilities:

1. Provide leadership, supervision, coaching, and performance management for Young Adult Career Counselors, including workload assignments, case review, professional development, training, scheduling, hiring participation, regular check-ins, annual performance evaluations, and team meetings.
2. Coordinate implementation of operating plans in collaboration with the Young Adult Programs Director, Young Adult Program Assistant, and School-to-Career Specialist.
3. Manage the day-to-day operations of the WIOA Youth program including eligibility determination, case documentation, MOSES data quality, participant file compliance, performance reporting, and staff adherence to federal and state requirements
4. Manage the day-to-day operations of the Commonwealth Corporation-funded Youthworks program including assisting with grant operations, participant eligibility determination and documentation, program quality, and worksite development.
5. Monitor emerging workforce trends, participant needs, and promising practices, providing the Young Adult Programs Director with suggestions on continuous program improvement.
6. Research and stay informed on all statutes/regulations/policies pertinent to MHFH Young Adult Programs and ensure compliance. Document, prepare, and update all required procedural manuals.
7. Attend community collaboration meetings with other young adult services programs and regional agencies to establish working relationships for service collaborations and recruitment streams, as assigned.
8. Monitor program quality through regular file reviews, staff observations, performance reports, and continuous improvement activities to ensure compliance and positive participant outcomes.

9. Exercise independent judgment in resolving participant issues, staff concerns, operational challenges, and day-to-day program decisions while keeping the Young Adult Programs Director informed of significant issues.
10. Perform other duties as assigned by the Young Adult Programs Director or Executive Director.

Recommended Minimum Qualifications:

1. Bachelor's degree from an accredited college, preferably in a related field of study; related experience may be substituted for the educational requirement.
2. Professional experience with employment and training programs. At least two years of experience managing similar programs with demonstrated knowledge and understanding of program requirements and implementation strategies.
3. At least three years of experience working with young adult programs, preferably workforce programs.
4. Understanding of various approaches to working with young adults in educational and/or employment settings.
5. Strong organizational, administrative, and program management skills.
6. Self-motivated with the ability to work independently.
7. Previous database experience required.
8. Excellent verbal and written communication skills.
9. Computer skills and experience using Microsoft Office Suite, especially Word, Excel, and Outlook.
10. Understanding of or experience in making data-informed program and participant career planning decisions.
11. Ability to develop positive working relationships with partner organizations, government agencies, customers, and staff.
12. Demonstrated experience supervising, coaching, or leading professional staff.

Preferred Qualifications:

1. Knowledge and understanding of WIOA laws, regulations, eligibility requirements, documentation requirements, monitoring requirements, and performance measures.
2. Previous experience with the MassHire database, MOSES.
3. Bilingual capacity, preferably in Spanish.

Job Environment and Physical Requirements:

The work environment and physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Has access to a variety of confidential organizational, financial, employee, and customer information. Errors in judgment could severely jeopardize operations or have direct financial or legal repercussions.
2. Work is performed generally in a typical office environment and in a classroom setting, which includes community spaces and varying noise levels.
3. Frequently requires work at a desk and being in a stationary position for long periods of time.
4. May require moving about for long periods of time.
5. Regularly convey information verbally and in writing to employees and to the public.

6. Move about inside the office to access file cabinets and office machinery with the ability to position oneself accordingly.
7. Must occasionally move and reposition objects such as supplies, folders, books, and manuals. Room setup may require movement of chairs, tables, and laptop computers. Multiple office locations may require transporting files, which may weigh between 10 and 20 lbs. between offices.
8. Ability to operate a telephone and keyboard at an efficient speed and to view computer screens, spreadsheets, PowerPoint presentations, and documents for extended periods of time.
9. Ability to observe details at near and far ranges, 3-dimensional depth perception, ability to judge space relationships, and ability to maneuver through complex database systems and to explain what is shown to customers.
10. Ability to conduct frequent public communications and verbal presentations (communicate with others, express oneself, present accurate information so others will understand) with/to customers, colleagues, and the public.
11. This position is stationed on a regular basis at the Greenfield, MA office, but may require driving to the Orange or Northampton MHFH affiliate sites on a regular basis and to other off-site locations on a periodic basis. Must have reliable, independent transportation and a valid driver's license.
12. Attendance and work outside of normal business hours are periodically required.

This job description does not constitute an employment agreement between MHFH and employee and is subject to change by the employer as the needs of the employer and the requirements of the job change.

Employee Name (Print)

Employee Signature

Date