



Partner Organization
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CREW MANAGER

Position Description

Heartland Alliance coordinates READI (Rapid Employment and Development Initiative) Chicago, a network of community-based organizations on Chicago's West and South Side that engage individuals at the highest risk of becoming victims or perpetrators of gun violence in an 18-month wage-subsidized transition job (TJ) and cognitive behavior therapy (CBT) program, followed by up to six months of follow-up case management and coaching support. The goals of READI Chicago are to: decrease shootings and homicides among those at the highest risk of gun violence; create new opportunities for those same individuals to change their life trajectory and decrease their involvement with the criminal justice system; and help build infrastructure at the community level to promote long-term safety and opportunity in Chicago's most impoverished communities.

Under the direction of **INSERT PARTNER ORGANIZATION**, the Crew Manager is responsible for supervising and supporting Crew Chiefs, managing day-to-day crew site logistics and operations, and adhering to READI Chicago's model, philosophies and approaches, manuals and protocols. Crew Managers will be energetic, flexible, collaborative, and proactive -- team leaders who positively and productively support transitional workers through a trauma informed, restorative justice lens.

Duties

- Supervise and support crew chiefs:
 - o Be familiar with and possess a complete understanding of the Crew Chief's job description in order to monitor performance
 - o Provide guidance and support for managing challenges
 - o Conduct performance reviews and guide performance improvement
 - o Coach crew chiefs on their role by providing constructive supervision that facilitates skill development and skill retention
 - o Ensure hot spot mapping and site selection is completed per protocol
 - o Recruit, hire, and train qualified crew chiefs
- When necessary, perform all duties performed by crew chiefs (refer to Crew Chief JD for full description):
 - o Supervise work crews at worksites and ensure work is adequately performed
 - o Transport work crews and equipment to and from worksites
 - o Provide guidance and feedback to workers regarding successful workplace behavior
 - o Ensure worksite safety and security



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- Manage work crew logistics and operations:
 - o Create and execute daily schedule for work crew locations and tasks
 - o Assign transitional workers to work crews daily in order to ensure worksite coverage and participant safety
 - o Monitor and evaluate work crew performance and quality of work
 - o Monitor transitional worker hours in order to avoid overages
- Oversee the management of work crew vehicles and equipment, including performing inventory, maintenance, and proper storage, keeping maintenance and mileage records, and reporting loss or damage
- Review crew chief paperwork and reporting, and ensure reports are submitted on time
- Regularly visit work crew sites to ensure safety protocols and work expectations are being followed
- Act as primary liaison with worksite personnel and intervene when necessary as situations arise at worksites
- Approve TJ employee timesheets, ensuring accuracy, timely sign off, and submission to Payroll
- Oversee the management for worksite safety including ensuring safe use of tools and equipment, mitigating worksite risks to transitional workers and crew chiefs, and enforcing safety related worksite policies
- Utilize trauma informed approaches and practices to support participants; establishes constructive relationships with participants as a positive role model; facilitates conversations that are participant driven and utilizes restorative practices in all interactions with participants
- Participate in all mandatory trainings and professional development as required to ensure effective work to learn the principles of trauma-informed care, cognitive-behavioral therapy, motivational interviewing, conflict de-escalation, harm reduction, and other relevant concepts, and apply that knowledge on a daily basis.
- Ensure direct reports take part in all mandatory trainings and professional development; discuss application of learning during supervision
- Work closely with other READI Chicago staff across the network to provide seamless support to program participants
- Provide excellent customer service to worksite partners



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- Represent READI to external stakeholders
- Other duties as assigned

Qualifications

- Bachelor's degree and 1-2 years' managerial experience directly supervising staff required
- Business and project management experience preferred, especially in the fields of maintenance and landscaping
- Strong written and verbal communications skills; excellent organizational skills
- Computer literacy commensurate with job duties
- Knowledge of workforce development and employment services for chronically unemployed individuals or individuals experiencing poverty
- Willingness to be trained in cognitive-behavioral therapy, motivational interviewing, and trauma-informed care and applying those principles in daily work
- Commitment to the mission and values of READI Chicago, as demonstrated by a professional approach that is strength-based, trauma-informed, inclusive, and grounded in human rights
- Individuals with criminal records and other lived experience are encouraged to apply