

YouthBuild Program Manager
Milwaukee Community Crossroads



Interested candidates should email a cover letter and resume to bbobb@mccwi.org
Position is open until filled. Interested candidates should apply immediately.

The YouthBuild Program Manager leads the planning, daily operation, compliance, and continuous improvement of MCC's YouthBuild program. The position is accountable for participant recruitment, enrollment, engagement, oversee education & construction training, leadership development, credential attainment, employment placement, participant retention and post-program follow-up.

The Program Manager supervises program staff, coordinates with construction-site supervisors, manages relationships with Employ Milwaukee, WIOA providers, education partners, credentialing organizations, employers, unions, and community partners, and ensures that participant files, data systems, reports, invoices, and grant requirements remain complete and current.

MCC's YouthBuild Program empowers young adults, ages 18-24, to overcome challenges and move towards family sustaining careers through education and hands-on construction training while building homes for low-income families.

Reports to: Director of Housing

Schedule: Fulltime Exempt position, occasional weekend and evening commitments

Pay Rate: \$50,000 - \$55,000/annually, based on experience

Benefits: Health and dental insurance, pre-tax flexible spending account, 403(b) defined contribution retirement plan with 3% match, generous paid time off package starting at 20 days per year for full-time employees and 12 paid holidays, phone/technology stipend for eligible positions.

Duties and Responsibilities Include:

- Develop and manage the full YouthBuild program calendar, from recruitment and cohort launch through exit and 12-month alumni follow-up.
- Lead participant recruitment, screening, orientation, enrollment, and coordination with Employ Milwaukee and WIOA partners.
- Oversee daily classroom, construction, leadership, community-service, credential, and workforce-development activities.

- Build strong relationships with participants and monitor attendance, engagement, behavior, retention, safety, barriers, and progress toward individual goals.
- Supervise program staff and coordinate responsibilities across case management, data support, education, construction-site supervision, and outside instructors.
- Ensure Individual Development Plans, case notes, participant files, timesheets, credentials, supportive services, placement records, and follow-up documentation are complete and current by the appropriate programming staff.
- Inspect participant data and quality control across ETO, hard files, shared trackers, and other required reporting systems.
- Prepare and submit accurate monthly, quarterly, annual, fiscal, participant-progress, and grant-specific reports by required deadlines.
- Maintain program compliance and prepare participant files, data, and supporting records for monitoring visits, audits, and corrective actions.
- Build and manage relationships with employers, unions, apprenticeship programs, education providers, credentialing organizations, referral partners, and community partners.
- Connect current participants and alumni to employment, apprenticeship, education, and training opportunities and track placement and retention outcomes.
- Collaborate with the Director of Housing and Finance staff to monitor the program budget, expenses, reimbursements, match documentation, participant payments, and grant allowability.
- Provide Development staff with accurate program data, outcomes, participant stories, and supporting information for grant proposals and reports while collaborating with the data manager.
- Maintain clear procedures, shared files, partner records, reporting calendars, and backup ownership for critical program functions.
- Identify performance, compliance, staffing, partner, and participant risks early and communicate needed decisions to the Director of Housing.

Qualifications Desired Include:

- Bachelor's Degree or equivalent experience working in community-based settings.
- Ability to build meaningful, trusting professional relationships with young adults including those who have experienced educational struggles, unemployment, previously been incarcerated, and face significant challenges.
- Experience in two or more of the following: Workforce Development, Youth Development, Education, Social Service, Training, or another pertinent field.
- Familiarity with one or more of the following is desirable: YouthBuild USA, federal program and funding regulations, juvenile and adult justice systems, HSED and secondary education programming
- Interest in the following is required: youth leadership, violence prevention and youth justice reform, community service, neighborhood development
- Strong basic computer skills and ability learn database systems efficiently
- Strong written and verbal communication with diverse audiences

- Ability to work as part of a team
- Commitment to mission of supporting young people facing barriers to employment and education
- Bilingual language skills highly valued, not required.
- Valid driver's license and ability to drive passenger vans safely and responsibly.

Work Environment

Milwaukee Community Crossroads is a multi-service organization that works to build strong neighborhoods full of opportunity. We approach that work through four core areas: housing, youth development, older adults, and food security – serving over 7,500 people each year. What began with American Baptist roots providing outreach to immigrants on Milwaukee's south side in 1921, MCC now serves youth, families, and older adults of all races, ethnicities, religions, and ages throughout the city of Milwaukee.

The YouthBuild Program Manager's office is located within Milwaukee Community Crossroads's main site, working alongside programming and community members. The position is expected to travel to YouthBuild training/construction sites throughout the city of Milwaukee regularly.

Equal Opportunity Employer

Milwaukee Community Crossroads does not discriminate against any employee, applicant for employment, or client because of race, color, religion, national origin, sex, gender identity, sexual orientation, age, disability, veteran status, or other applicable legally protected characteristics. Milwaukee Community Crossroads is an equal opportunity employer.