



Job Description

Job Title:	Director, Planning & Evaluation	FLSA Status:	Exempt
Department:	Workforce Program Development	Reports to:	Senior Director
Effective:	May 1, 2024		

PURPOSE

The Director, Planning & Evaluation, provides leadership and expertise in the design, implementation, and evaluation of workforce policy, programs, and initiatives. This position provides support and guidance to CareerSource Florida (CSF) leadership, the board, councils, committees, workforce partners, chief local elected officials (CLEOs) and local workforce development boards (LWDBs) by directing policy development, implementation, and evaluation; developing and deploying strategic initiatives; and guiding and/or conducting systematic research and analysis of factors impacting Florida’s workforce system.

This Director is responsible for developing the state plan, managing the policy framework, and evaluating the performance of federal and state workforce programs. The role is responsible for cultivating and maintaining relationships with external stakeholders including educational institutions, federal and state agencies, and industry partners to support workforce development programs.

KEY DUTIES AND RESPONSIBILITIES

- Develops and deploys intra-organizational strategic plans, directs the development, completion, and state-level implementation of the multi-partner Workforce Innovation Opportunity Act (WIOA) State Plan, the annual performance plan, and overall strategic planning process.
- Conducts strategic policy research and needs analyses, providing recommendations and identifying best practices in workforce systems.
- Ensures effective management of CSF policy development; directs the development and implementation of the strategic policy framework process, offering consultation, leadership, and support on policy development and execution.
- Serves as a lead for the Strategic Policy and Performance Council, ensuring that policy and programmatic requirements are reviewed by the board.
- Leads efforts to coordinate with key entities such as the US Department of Labor and state agency partners.
- Delivers presentations at meetings of professional stakeholders—including, but not limited to, the Strategic Policy and Performance Council, CSF Board of Directors, Credentials Review Committee, chief local elected officials (CLEOs), and local workforce development boards (LWDBs).
- Designs qualitative and quantitative research instruments; creates custom analytics for performance and strategy development, including ad hoc analyses as needed.
- Writes and participates in the development and review of reports on strategy development, performance, and policy; presents results of key research reports and initiatives.

- Acquires and maintains subject-matter expertise on relevant federal workforce programs including but not limited to Workforce Innovation and Opportunity Act (WIOA), Temporary Assistance for Needy Families (TANF), and Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T).
- Demonstrates sound judgment to ensure that program or project updates, as well as any pertinent information related to CareerSource Florida, are clearly, concisely, and promptly communicated to leadership.
- Provides additional workforce policy and program development, implementation, and evaluation based on network requirements.

QUALIFICATIONS AND WORK EXPERIENCE

- A minimum of five years of professional experience in research, performance measurement and evaluation analyses, policy development, or program planning—with three years of experience leading and supervising staff.
- Professionally competent in the tools and techniques of statistical analysis, performance management and improvement, and business process assessment and design.
- Highly skilled in portfolio management and in all aspects of project management—displaying demonstrable skill in project planning, initiating, executing, controlling, and closing.
- Proficient in the use of document management systems and Microsoft Office products, including Outlook, Word, Excel, and PowerPoint.
- Possesses excellent written, listening, verbal communication, and presentation skills—along with a proven ability to lead, develop, and maintain working relationships with diverse teams of internal and external stakeholders.
- The incumbent will demonstrate a high degree of proficiency in conducting strategic research and analyses, and a substantive knowledge of Florida’s workforce system and the laws and rules that govern it.
- Ability to travel as required.

EDUCATION AND CERTIFICATIONS

- Bachelor’s degree in a related field or an equivalent combination of credentials, training, and experience.
- Master’s degree preferred.
- Project Management Professional Certification or similar credential preferred.

PHYSICAL REQUIREMENTS

- Prolonged periods of sitting at a desk and working on a computer.
- Periodic standing, kneeling, and bending.
- Must be able to lift up to 10 pounds at times.

SALARY RANGE

\$78,368-\$102,586-\$126,368

CareerSource Florida is subject to the Public Records Law, Chapter 119 of the Florida Statutes and the Sunshine Law, Chapter 286 of the Florida Statutes. Applicant submissions could potentially be subjected to public disclosure.

CareerSource Florida is an Equal Opportunity Employer and an E-Verify Employer.