READI Chicago: CREW CHIEF

Position Description

Heartland Alliance coordinates READI (Rapid Employment and Development Initiative) Chicago, a network of community-based organizations on Chicago’s South and West Sides that engage individuals at the highest risk of becoming victims or perpetrators of gun violence in a 12-month wage-subsidized transitional job (TJ) and cognitive behavioral intervention (CBI) program which includes case management, coaching support, and other wrap around services. The goals of READI Chicago are to: decrease shootings and homicides among those at highest risk of gun violence; create new opportunities for these same individuals to change their life trajectory and decrease their involvement with the criminal justice system; and help build an infrastructure at the community

Under the direction of North Lawndale Employment Network, Crew Chiefs are responsible for supervising, supporting, and inspiring transitional workers through a trauma informed and restorative justice lens on and off the worksite and during remote sessions, and adhering to the READI Chicago model, philosophies and approaches, and manuals and policies. Crew Chiefs will be energetic, flexible, collaborative, and proactive. Crew Chiefs will act as team leaders and positive role models who positively and productively support transitional workers.

Duties

• E-learning workforce experience: Facilitate, supervise and support transitional workers in workforce experience e-learning

• Simulated workforce experiences: Facilitate, supervise and support transitional workers in workforce simulated experiences at approved program locations

• Site/employer based work crews: Supervise and support a work crew of 5-10 transitional workers in the performance of a variety of tasks, primarily outdoor work such as landscaping, clearing vacant lots, parks, community gardens, cleaning sidewalks and alley ways

• Ensure transitional workers adhere to Centers for Disease Control and City of Chicago’s Department of Public Health’s guideline on managing public health pandemics including social distancing measures and wearing masks.

• Maintain regular contact with Crew Manager, ensuring Manager is aware of work crew site locations at all times

• Ensure transitional workers are actively performing work during non-break times. If work is completed at a site, and no other site will be accessed, ensure transitional workers return to TJ program location and clock out
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• Set individual goals, specific tasks, and roles to individual workers that will enhance their skills and work experience; provide workplace experience for participants that will promote participant stage advancement.

• Work with crew managers to ensure that there is sufficient tasks for a full work day for participants.

• Ensure worker safety by following safety protocols, monitoring worksites for hazardous conditions and monitoring workers for appropriate use of tools and materials

• Ensure work vehicles are fully equipped with the necessary safety equipment such as cones, door signage, safety goggles, gloves, safety kits, etc.

• Model safe/positive workplace behavior and work readiness skills (teamwork, conflict resolution, positive attitude, timeliness, etc.)

• Safely drive transitional workers to and from work sites in company vehicle

• Ensure that transitional workers clock in and out accurately for all shifts

• Along with Crew Manager, ensure participants do not exceed weekly maximum wage hours (maximum 20 hours per week of wage work, plus per diem)

• Complete Daily Feedback tool accurately and timely, and provide feedback to transitional workers

• Provide transitional workers with coaching and guidance on successful work behaviors, and deliver constructive corrective actions when necessary

• 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

• Ensure timely information about participants and their safety is clearly identified and communicated, both verbally and in writing, to team members and manager, outreach staff and the READI Chicago Community Project Manager. This may include but is not limited to completing incident reports, participation in hot spot mapping, providing information in ongoing case reviews, site selection, etc.

• 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

• Participate as support staff in weekly developmental activity days in which participants attend cognitive behavioral groups, and receive coaching and other services

• Attends regular staff meetings, partner meetings, one on one supervision meetings, community meetings as instructed by Manager
• Prepare and submit paperwork such as incident reports, mileage logs, and worker performance reviews in a timely fashion

• Work closely with other READI Chicago staff across the network to provide seamless support to program participants

• Provide excellent customer service to worksite partners

• Adherence to Centers for Disease Control and City of Chicago’s Department of Public Health’s guideline on managing public health pandemics including social distancing measures and wearing masks (self)

• Other duties as assigned

Qualifications

• High School Diploma/GED and 2-4 years of formal, relevant work experience required

• No current gang affiliations; no pending criminal cases

• Associates degree (or 60 credit hours) strongly preferred

• Basic reading, writing, and math skills

• A valid Illinois driver’s license is required. Must have a clean driving record (including but not limited to no convictions related to reckless driving, DUI, and no license suspensions/revocations in the past three years) as determined via a Motor Vehicle Report (MVR) obtained by the organization. A MVR may be obtained annually.

• Excellent communication and time management skills

• Computer literacy commensurate to complete job duties

• 1 year of leadership or management experience preferred

• Knowledge of building maintenance, landscaping, grounds keeping, and/or related trades preferred

• Motivated, energetic, and skilled at relationship building and team building

• Ability to exercises good judgement about when to notify manager about incidents and other programmatic issues.

• 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

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