

## **BUSINESS PROFILE – GWENDOLYN KIRKLAND, WORKFORCE DEVELOPMENT PROFESSIONAL**

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E&T Management and Tracking/Kirkland Employment Services

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**PROGRAMS SERVED:** WIOA Program Facilitator for WorkSource Macon-Bibb E-3 Work Readiness Training; HUD Self-Sufficiency Programs, Hope VI Youth build Program, Job Corp Center Career Services Consulting, Collaborative Youth Apprenticeship Training Program, Fatherhood Program; WIA/WTW Programs, Chamber of Commerce Assigned Advocate for AFDC/Welfare clients, CSBG Comprehensive Employment & Training Programs serving the “hardest to serve” population, Georgia State Work Support Program, Mayor’s Summer Youth Program, JTPA, AFDC and TANF Employment Services. Financial Industry Training Program; Non-traditional Job Training Program; Served approx. 20,000 job seekers.

Developed long-term partnerships with agencies and employers resulting in all programs exceeding annual program measures.

Georgia counties served include Hancock, Baldwin, Bibb, Crawford, Houston, Monroe, Jones, Peach, Pulaski, Putnam, Twiggs, Wilkinson, Carroll, Coweta, Fayette, Heard, Henry, Lamar, Meriwether, Pike, Spalding, Troup and Upson counties

**SERVICES:** Outreach/Recruitment; Program and Workshop Facilitation; Consulting, Training; Program Development, Operations and Monitoring; Case Management; Career Counseling; Work Experience and Job Development

### **QUALIFICATIONS:**

- Over 20 combined years operations and management experience in employment and human services and workforce development systems targeting low-income youth and adults.
- Strong knowledge of outreach and recruiting, interviewing, employment placement and work experience development (WEX); staffing requirements as to type, number, and training necessary for the accomplishment of program goals; supervisory and training techniques; state and federal legislative processes; state government organization and functions; methods of planning, developing, and administering programs.
- Ability to establish and maintain effective relationships; instruct, direct, and evaluate employees; plan and organize a regional operation to carry service programs, evaluate and implement changes in procedures and activities; maintain records, prepare reports, and compose correspondence related to the work. communicate effectively and maintain favorable public relations.
- Excellent presentation, writing and communication skills
- Experience monitoring and managing contracts.
- A proven track record of successful program operations and management.
- Critical thinking skills and strong analytical abilities.

### **RESPONSIBILITIES:**

- Provided operational oversight and supervision of all program staff.
  - Responded to customer and employer needs, and job development and placement procedures; adjusted operations to accommodate policy or procedural changes.
  - Analyzed and evaluated program operations to ensure all performance objectives are met.
  - Communicated all new or changed policies, procedures and/or processes with staff to ensure they have the most up-to-date and current information.
  - Maintained a pool of work experience sites within the region, for ongoing client assignments, as required.
  - Coordinated work processes and ensured staff accurately and appropriately documented work activities.
  - Developed and implemented a case management system for “hard to serve” customers and monitored caseloads.
  - Coordinated regional employment service activities by scheduling assignments, setting priorities, outlining work methods, and directing the work of subordinate staff.
  - Facilitated regular staff meetings and called special meetings when necessary to foster teamwork, discuss program operations, budgetary issues, technical problems and the status of projects, etc.
  - Supported case management of program participants; ensured individualized plans were in place for all participants and that case notes/files met funder and internal quality standards,
  - Served as a resource and content expert, providing staff with guidance and being able to answer questions to clarify the work activities.
  - Ensured delivery of successful program execution, including planning and continuous performance feedback.
  - Built strong relationships and directly collaborated with program staff to accomplish shared goals.
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