



IN HOUSE JOB ANNOUNCEMENT

JOB TITLE: Workforce Specialist

LOCATION: 4520 N. Central Avenue

GRADE: Full Time – Non Exempt

SALARY: DOE

HOURS OF WORK: Full Time Monday to Friday, Some Evenings and Weekends

CHAIN OF AUTHORITY: Board of Directors, CEO, Program Manager

JOB SUMMARY: Conduct in-depth assessment of customer's employment needs and develops a comprehensive service plan to address them and lead the customer to obtaining full time, unsubsidized employment. Provide ongoing supportive employment counseling, coaching and mentoring to customers during their employment search. Build partnerships with community agencies and businesses for shared resources and training opportunities. Enters documentation into customer case files and database and prepares and submits monthly reports.

MAJOR FUNCTIONS: Complete a comprehensive customer assessment to identify strengths and deficiencies of customers in relation to training, education and employment goals and objectives. Develop an appropriate Individual Employment Plan of service to thoroughly define a path to employment. Provide ongoing employment counseling and resource referrals to address issues, problems and challenges in the areas of goal setting, problem solving, life management and related skills. Maintain contact with customers to ensure activities occur within time limits and continuously monitor customer progress in accordance with program and funding source requirements.

Conduct continuous outreach to local agencies and businesses to obtain current and accurate information on employment and training opportunities. Monitor the On-the-Job Training (OJT) program and participants. Determine customers in need of work experience or on-the-job training and place them in appropriate training opportunities. Monitor the progress of OJT trainees, including counseling, to ensure their successful completion of the activity. Process program paperwork in accordance with agency and program deadlines. Maintain contact with existing training sites and identify new sites as needed.

Refer customers to potential employers. Conduct follow-up employment verifications with customers who have obtained employment and their employers in accordance with program guidelines. Maintain contact with both customer and their employer to resolve any issues affecting on-going employment.

Establish and maintain positive relationships with local employers and partner with local agencies and businesses to identify resources to address and minimize customer needs. Attend department and agency meetings. Attend related community meetings.

Prepare and submit monthly reports. Establish and maintain professional working relationships with agency staff and within the community.

MARGINAL OR ADDITIONAL FUNCTIONS: Involved in events and activities on behalf of the tri-agency partnership. May collaborate with other workforce related grants/projects undertaken by the agency. Other duties as assigned.

SUPERVISORY RESPONSIBILITIES: N/A

MINIMUM QUALIFICATIONS:

- Bachelor's degree with 3 years related work experience in case management or combination of equivalent education and experience.
- Knowledge of area job market and workforce trends.
- Excellent verbal and written communication skills.
- Knowledge of the social, educational and economic issues of off-reservation Native American population.
- Proficiency in Microsoft office suite.
- Must possess a valid DPS fingerprint card or be able to obtain one upon offer of employment.
- Must have dependable transportation with valid driver's license and insurance in compliance with agency requirements.

PREFERENCE: In accordance with the Indian Preference Regulations, preference is given to American Indians. To claim American Indian preference, a copy of tribal affiliation must be submitted with your application packet.

All Staff Requirements:

- Must be available to work evenings and weekends.

SUBMIT CURRENT RESUME INCLUDING SUPPLEMENTAL INFORMATION FORM TO:

Phoenix Indian Center Personnel

cortiz@phxindcenter.org

INHOUSE CLOSING DATE: Thursday, March 14, 2019 – 5:00 PM