



Job Description

JOB TITLE: Workforce Specialist

DATE WRITTEN: September 2016

FUNCTIONAL AREA: Workforce Development

DATE APPROVED:

REPORTS TO: Program Manager

PREPARED BY: Bonnie DeWeaver

GRADE: Full time - Non-Exempt

SALARY: DOE

JOB SUMMARY:

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

MAJOR FUNCTIONS:

- Conduct continuous outreach to local agencies and businesses to obtain current and accurate information on employment and training opportunities for customers.
- Review comprehensive customer assessments to identify strengths and deficiencies of customers in relation to training, education and employment goals and objectives.
- Maintain and comply with agency confidentiality requirements
- Collaborate with Workforce Specialists in the development of Individual Employment Plan of services to clearly 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 Specialists and customers to ensure activities occur within time limits and continuously monitor customer progress in accordance with program and funding source requirements.
- Assist customers in the use of resources and technology for job search activities.
- Provide basic computer literacy skills as needed for the development of a competitive resume.
- Provide professional guidance on resume development based on customers' prior work experience, education and training.
- Identify customers for whom work experience, classroom training or on-the-job training would be appropriate and guide them to those activities.
- Monitor the progress of WEP trainees, including job retention counseling, to ensure their successful completion of the activity.

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Youth Development Specialist

- Process program paperwork in accordance with agency and program deadlines.
- Maintain contact with existing employers, training sites and identify new sites as needed.
- Conduct outreach to the business community to promote program services.
- Collect labor market information regarding job openings, entry and skill requirements and other occupational information.
- Make cold-calls to potential employers explaining the benefits and employment support services provided.
- Build and maintain strong business community relationships.
- Refer job-ready 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 address possible issues that may affect on-going employment.
- Establish and maintain positive relationships with local employers and partner with local agencies and businesses to identify resources to address and maximize customer employment retention and career development.
- Prepare and submit monthly reports.
- Establish and maintain professional working relationships with agency staff and within the community.
- Other duties as assigned

SUPERVISORY RESPONSIBILITIES:

No supervision required.

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 American Indian population
- Proficiency in Microsoft office suite

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 resume and supplemental information form.

Note - All staff requirement(s):

- Must have or able to obtain a State of Arizona Department of Public Safety Fingerprint Clearance Card within 90 days
- Dependable transportation, valid driver's license, and automobile insurance coverage in compliance with Center requirements