



JOB DESCRIPTION

JOB TITLE: Workforce Development Specialist

DATE WRITTEN: June 2020

FUNCTIONAL AREA: Workforce Development

DATE APPROVED: 06.12.2020

REPORTS TO: Program Manager

PREPARED BY: Executive Team

POSITION LEVEL: Full time – Non -Exempt

SALARY: DOE

JOB SUMMARY:

The Workforce Development specialist is expected to support American Indian adults, eighteen years and older, who have been out of work to build new skills with an updated focus on their job search to successfully re-enter the workforce. The specialist assesses the clients' employment needs, develops a case plan to address needs. Through one on one coaching, leads the client to successful employment. The specialist also provides ongoing training, supportive employment counseling, coaching and mentoring. They also build partnerships with community-based organizations and businesses for shared resources and training opportunities. They also provide research on future career pathways and other training programs in need in the Phoenix area. Specialists provide orientation presentations and are responsible for recruitment and program retention of clients along with full documentation of client case files with detailed notes entered into database and prepares and submits monthly reports.

MAJOR FUNCTIONS:

- Provide program orientation presentations and attend outreach events to recruit clients for the program
- Implement then review client assessments to identify strengths and needs for training education and employment. Use this information to develop client goals and objectives into an Individual Employment Plan of services for their path to employment
- Provide ongoing employment coaching through one on one meetings, motivation and coaching to assist the client in working their plan. Resource referrals to address issues, problems and challenges through coaching in problem solving, life management and related skills
- Maintain contact with clients to ensure activities are completed in prescribed timeline and continuously monitor and document client progress in accordance with program design
- Navigate and support client to appropriate resources and technology for job search activities
- Provide professional guidance for resume development based on customers' prior work experience, education and training
- Identify clients where work experience, classroom training or on-the-job training is an appropriate step in their Individual Employment Plan. Guide to success through ongoing coaching and monitor of the progress including job retention counseling, to ensure successful completion.
- Conduct business outreach including cold calls, to the business community to promote program services, explain benefits and employment support to build opportunities to maximize client employment opportunities

Job Description
Workforce Specialist

- Conduct follow up contact for client with the employer where client is working to provide support and maximize customer employment retention
- Research and compile labor market information regarding job openings, entry and skill requirements and other occupational information
- Conduct follow-up employment verifications for clients who have obtained employment and their employers in accordance with program guidelines; maintain contact with client and supervisor after employment to address issues that may affect on-going employment
- Process paperwork and case notes in accordance with organizational deadlines and procedures; prepare and submit monthly reports in a timely manner
- Other duties as assigned

MINIMUM QUALIFICATIONS:

- Bachelor's degree with two years relevant work experience in case management or any combination of equivalent education and experience
- Knowledge of area job market and workforce trends searching
- Demonstrated ability to coach young adults through communicating ideas, findings and recommendations; a strong ability to motivate adult clients
- Excellent verbal and written communication skills
- Excellent client management skills and problem resolution skills
- Knowledge of the homelessness, substance abuse, mental illness and domestic violence as it relates to American Indians
- Strong experience working with the American Indian population
- Excellent proficiency in Microsoft office suite
- Demonstrated ability to manage multiple tasks with a strong attention to detail
- Ability to work some evenings and weekends

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.

All staff requirement(s):

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

Job Description
Workforce Specialist

To Apply, Submit Current Resume, Cover Letter and Supplemental Information:

Supplemental Information Form can be found at: www.phxindcenter.org

Complete application in PDF format can be emailed to info@phxindcenter.org

Or you can Mail applications to:

PHOENIX INDIAN CENTER, INC. - Personnel

4520 North Central Avenue, Suite 250 | Phoenix, Arizona 85012

PH: 602-264-6768 | FAX: 602-274-7486

More information can be found at: www.phxindcenter.org