



JOB DESCRIPTION

JOB TITLE: Specialist, Workforce Services

DATE WRITTEN: April 2021

FUNCTIONAL AREA: Workforce Services

DATE APPROVED: 04.16.2021

REPORTS TO: Program Manager

PREPARED BY: Executive Team

POSITION LEVEL: Full time – Non -Exempt

SALARY: DOE

JOB SUMMARY:

LOCATIONS: Phoenix and Flagstaff

The Specialist in Workforce Services supports American Indian adults, who have been out of the workforce and seeking employment to build/update skills and lead a successful job search to ultimately re-enter the workforce. The specialist assesses client employment needs to develop a case-plan addressing those needs. The specialist also coordinates ongoing training, supportive employment counseling, coaching and mentoring. They build partnerships with community-based organizations (CBOs) and businesses for shared resources and training opportunities. The specialist conducts research on future career pathways and other training programs in need in the Phoenix area. Specialists are responsible for client recruitment and program retention along with documenting detailed notes in an electronic client database along with preparation and submission of monthly reports.

MAJOR FUNCTIONS:

- Provide program orientation presentations and attend outreach events for recruitment purposes
- Conduct client assessments and review to identify strengths and needs for training education and employment; develop client goals and objectives in developing an Individual Employment Plan
- Provide employment coaching in one-on-one meetings, motivate and coach to support clients working their plan.
- Ability to assist clients in solving problems and challenges, life management and skills
- Maintain contact with clients, ensuring program activities are completed in prescribed timeline and continuously monitor and document progress in accordance with policies
- 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. Provide successful guidance 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
- Research and compile labor market information regarding job openings, entry and skill requirements and other occupational information

Job Description
Specialist Workforce Development Team

- 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; or a combination of relevant work experience (in case management) and education totaling four or more years
- Knowledge of or ability to search Arizona's job market and workforce trends
- Demonstrated ability to coach young adults through communicating ideas, findings and recommendations with 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
- Excellent proficiency in Microsoft office suite
- Demonstrated ability to manage multiple tasks with a strong attention to detail
- Knowledge of the social, educational, cultural and economic development and needs of urban American Indians
- 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 enrollment/Certificate of Indian Blood must be submitted at the time of application.

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 some evenings and weekends

Job Description
Specialist Workforce Development Team

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

A complete Application Submission includes:

- Supplemental Information Form (available on the www.phxindcenter.org website on the Employment Application tab)
- Resume
- Cover Letter
- Proof of Tribal Enrollment/Certificate of Indian Blood if claiming tribal preference
- If you are a descend but not enrolled, we encourage you to discuss this in your Cover Letter

Supplemental Information Form can be found at: www.phxindcenter.org on the Employment Application Tab

You can apply three ways:

1. Save the above completed items into a PDF and submit your Application Packet (in PDF only) by emailing to: info@phxindcenter.org
2. Complete your entire application online at www.phxindcenter.org, click on the Employment Application Tab at the top of the page
3. Mailed applications can be sent to:
PHOENIX INDIAN CENTER, INC. - Personnel
4520 North Central Avenue, Suite 250 | Phoenix, Arizona 85012