



## **JOB ANNOUNCEMENT**

**TITLE:** **WORKFORCE SPECIALIST**

**DEPARTMENT:** Native Workforce Services

**HOURS:** Monday to Friday - 8:00 A.M. to 5:00 P.M.

**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 and develops a comprehensive service plan to address them and lead the customer to 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. 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/OJT trainees, including job retention counseling, to ensure their successful completion of the activity. 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 effect 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. 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.

**MINIMUM QUALIFICATIONS:**

- Bachelor's degree or equivalent with 2-3 years related work experience in case management.
- 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 AZ driver's license and insurance in compliance with agency requirements.

Complete a comprehensive customer assessment, develop an appropriate Individual Employment Plan of Service to thoroughly define a path to employment and provide ongoing employment counseling. Maintain contact with customers on a regular basis. Conduct continuous outreach to local agencies and businesses. Process program paperwork. Refer customers to potential employers. Conduct follow-up employment verifications with customers who have obtained employment and their employers. 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.

**REQUIREMENTS:**

Prefer Bachelor's degree in Counseling, Social Work or related human service field with 2-3 years related work experience in case management. 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 AZ DPS Fingerprint Card. Must have dependable transportation with a valid driver's license and automobile insurance coverage in compliance with Center 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 application and resume.

**CLOSING DATE:** Open Until Filled – Posted: October 20, 2016

**SUBMIT CURRENT RESUME INCLUDING SUPPLEMENTAL INFORMATION TO:**

Phoenix Indian Center Personnel

4520 North Central Avenue, Suite 250, Phoenix, AZ 85012

602-264-6768 ext 2103 Fax: 602-274-7486

[www.phxindcenter.org](http://www.phxindcenter.org) Click on Contact Us or [carolo@phxindcenter.org](mailto:carolo@phxindcenter.org)