

SOUTH CENTRAL WORKFORCE DEVELOPMENT BOARD

JOB DESCRIPTION

Employee:

Job Title: Career Development Specialist

South Central Workforce Development Board Mission

To provide quality workforce development activities resulting in a skilled workforce that exceeds the needs of today's employers and tomorrow's job challenges.

South Central Workforce Development Board Vision

Workforce services are connected for businesses and job seekers and tailored to meet the needs of the regional economy.

Position Summary

The Career Development Specialist is responsible for performing programmatic and administrative functions, including case management, to support the Workforce Innovation and Opportunity Act (WIOA) Title I program and other federal, state, and local grants, as applicable. This position will serve eligible individuals who are employed, underemployed, and unemployed through the Title I Adult and Dislocated Worker programs as well as providing career services through other relevant grant programs. These services which are categorized as basic career services, individualized career services, and training services, have a goal of assisting individuals in achieving employment through further education and job placement while complying with federal, state, and local policies and procedures. This position is based at one of the Virginia Career Works Centers in the South Central Region and may be part-time or full-time and is non-exempt status.

Position Relationships:

Reports To:	Operations and Business Solutions Manager
Supervises:	None
Interrelationships With:	SCWDB staff, One-Stop Manager, internal and external partners, and general public.

Qualifications:

Education:	Associate's Degree required in human services or related field Bachelor's Degree preferred in human services, social work, public administration, or related field
Experience:	Experience in providing direct client services, such as vocational training or counseling preferred
Specialized Skills:	<p>Knowledge and experience with data entry systems and customer management software.</p> <p>Knowledge of the structure and operation of government and community agencies and private businesses.</p> <p>Ability to work independently.</p> <p>Ability to manage file, compile, & prepare various reports & statements.</p> <p>Ability and skills in data entry and database management.</p> <p>Ability to administer various tests & assessments.</p> <p>General knowledge of the Workforce Innovation & Opportunity Act, program goals, guidelines and eligibility criteria.</p> <p>Ability to forge collaborative relationships with community partners.</p> <p>Ability to evaluate client needs using prescribed program methods.</p> <p>Demonstrated skills in case management, counseling, assessment and/or file maintenance.</p> <p>Ability to multi-task, set priorities, and have high level of organization.</p> <p>Exceptional customer service skills.</p> <p>Ability to express ideas clearly and concisely, both orally and in writing.</p> <p>Ability to consider and weigh a variety of factors in making decisions and recommendations.</p> <p>Ability to update and maintain various social media platforms.</p> <p>Ability to establish and maintain a good working relationship with clients, staff, public and private agencies, and the employer community.</p> <p>Ability to work independently.</p> <p>Ability to compile data and make reports.</p>

	Ability to maintain a good working knowledge of the program requirements to avoid compliance and financial issues. Working knowledge of basic computer programs.
Personal Attributes:	Intelligent, articulate, analytical, imaginative, flexible, dedicated, organized, knowledgeable, self-confident, self-starter, leader, persuasive, ethical, motivated and can produce results with a minimum of supervision.
Equipment, Machines, Software Used	Computer, printer/scanner, fax, multi-line telephone, copier, Google Drive, Microsoft Office Suite, Virginia Workforce Connection and Virtual Platforms.

Working Environment:

Office Location:	Virginia Career Works Centers located in South Boston, South Hill, and Keysville or as otherwise designated.
Coverage Area:	Counties of Amelia, Brunswick, Buckingham, Charlotte, Cumberland, Halifax, Lunenburg, Mecklenburg, Nottoway, and Prince Edward which comprises the South Central Workforce Development Area 8.
Working Conditions:	Subject to many interruptions, constant re-prioritization of duties, required to travel daily within the 10 county workforce area, and willing to provide own transportation, if needed.

Physical Standards:

(Never=0-5%) (Occasionally=5-33%) (Frequently=34-66%) (Continuously=67-100%)

Sitting	Continuously to perform job functions
Bending/Squatting	Occasionally to acquire supplies, move equipment, set up computers
Standing/Walking	Continuously to perform job functions
Balancing	Never
Pushing/Pulling	Occasionally to move equipment/furniture/set up meeting rooms
Crouching/Kneeling	Occasionally to move equipment/furniture/set up meeting rooms
Twisting/Turning	Frequently to access supplies, equipment, swivel chair for desk
Reaching	Frequently to access supplies, equipment
Written Communication	Continuously to correspond with staff, customers, partner agencies
Verbal Communication	Continuously to greet, converse, correspond and present information, data and reports
Seeing	Continuously with near and far acuity, accommodation, full field of vision, distinguishing colors and depth perception required daily in every task of this position.
Firm Grasping	Frequently to perform job function and handle equipment
Hearing	Continuously for telephone use, ordinary conversation
Fine Manipulating	Continuously to use equipment, telephone, fax, computer, copier
Climbing	Stairs

Lifting	Frequently to transport materials, files, handouts and equipment
Driving/Travel	Frequently to travel to different counties in Area 8; Occasionally overnight for training/conferences

EXECUTIVE STANDARDS

Essential Function #1: Provide basic and individualized career and follow-up services as required by the Workforce Innovation and Opportunity Act (WIOA) Title I Adult and Dislocated Worker

Standards:

- 1.1 Provide program delivery and service activities in accordance with the mission, vision, and goals of the South Central Workforce Development Board (SCWDB).
- 1.2 Provide career counseling and other guidance to Title I Adult and Dislocated Worker participants and applicants.
- 1.3. Staff the Resource Room, as needed, in the Virginia Career Works Centers to assist customers with basic and individualized career services.
- 1.4 Assist customers with registration in the Virginia Workforce Connection system and provision of basic career services in the Resource Room.
- 1.5 Develop and implement workshops/orientations for individuals needing basic and individualized career services.
- 1.6 Assist customers in developing resumes and/or cover letters, applying for employment opportunities, and strategizing for successful job interviews.
- 1.7 Provide accurate labor market information, including training options provided by local and statewide training providers, to assist in the development of the customer's individualized career plan.
- 1.8 Assist customers in identifying personal goals for education and employment, developing leadership skills, and planning career pathways to achieve self-sufficiency.
- 1.9 Properly document and determine eligibility for interested applicants for the Title I Adult and Dislocated Worker programs in compliance with federal, state, and local regulations, policies, and procedures.
- 1.10 Successfully administer and evaluate results of assessments for Title I Adult and Dislocated Worker participants to gauge interests, aptitudes, and basic skills for success.
- 1.11 Develop, monitor, and revise an Individualized Employment Plan for each Title I Adult and Dislocated Worker participant.
- 1.12 Manage all WIOA Title I Adult and Dislocated Worker participants who have exited the program with follow-up services for at least twelve months, as needed.
- 1.13 Identify challenges to retaining employment or meeting other identified performance measures and direct participants toward solutions and resources.
- 1.14 Communicate at least weekly to the Program Manager regarding program activities.

Essential Function #2: Perform administrative functions to support the Workforce Innovation and Opportunity Act Title I Adult and Dislocated Worker program.

Standards:

- 2.1 Manage electronic and paper files and documentation on each eligible participant and adhere to confidentiality and compliance requirements.
- 2.2 Document all interactions and services provided to customers within statewide case management system accurately and in a timely manner.
- 2.3 Complete monthly and quarterly reports to note key performance outcomes with the programs (i.e., enrollments, services, outreach, employment, expenditures, etc.)
- 2.4 Meet monthly, quarterly, and annual performance outcomes set by federal, state, and local policy.
- 2.5 Manage WIOA Title I Adult and Dislocated Worker participant expenditures in accordance with local, state and federal policies and procedures.

Essential Function #3: Contribute to the overall effectiveness of the SCWDB.

Standards:

- 3.1 Participate as a team player.
- 3.2 Exhibit flexibility in work schedule for smooth operation of the Adult and Dislocated Worker programs, the Virginia Career Works Centers and to meet deadlines.
- 3.3 Exhibit flexibility in carrying out duties of this position during interaction with others for smooth operation of the programs and the Virginia Career Works Centers.
- 3.4 Provide ideas and input for methods of better workflow and program design.
- 3.5 Maintain effective internal and external professional communication.
- 3.6 Perform other related duties as assigned.

The job’s essential functions are not all inclusive and other functions may be added dependent upon certain situations. Other duties may include such activities as committee membership at the local level, required education/training classes, additional grant activities and after-hours events such as job fairs.

I have read and fully understand my job description and that duties may change as needed.

Signature: _____ Date: _____

The South Central Workforce Development Board is an Equal Opportunity Employer/Program. Auxiliary aides and services are available upon request to individuals with disabilities.

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