

WORKFORCE DEVELOPMENT TECHNICIAN I

SUMMARY/PURPOSE

This is an entry-level class within the Workforce Development Technician series performing work in compliance with government regulations and grant performance standards, planning, developing, and implementing programs to assist clients in pursuing their career goals, assist employers in meeting their workforce needs, and build relationships with internal and external stakeholders.

DISTINGUISHING FEATURES OF THE CLASS

Employees at this level are distinguished from the Workforce Technician II level by the amount of guidance and instruction needed to perform duties as assigned, and are not expected to function with the same amount of knowledge, proficiency, or skill level as positions allocated to the Workforce Technician II. Positions at this level exercise less independent discretion and judgment in matters related to work procedures and methods.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Instruct clients in job search and job retention strategies.
2. Utilize existing curriculum for presentations and workshops that teach clients methods to obtain work and orient them toward programs and services available.
3. Inform clients of and make referrals to other appropriate community resources.
4. Recruit, enroll, and evaluate clients' performance in workforce development programs.
5. Determine the need for and authorize support services within established guidelines.
6. Analyze employment trends in order to advise clients in their job search.
7. Arrange for opportunities for on-the-job training, skill upgrading, and certifications.
8. Oversee the hiring, training, and job performance of work experience participants.
9. Educate employers about tax benefits, insurance, and other benefits related to workforce development programs.
10. Interface with employers and program participants to ensure employment and work experience placements are successful.
11. Receive referrals and conduct interviews to determine program eligibility, investigating to identify and assess client problems, needs, strengths, and assets.
12. Complete initial and ongoing assessments to evaluate interests, aptitudes, abilities, and barriers to employment and to determine employment goals.
13. Utilize assessment results to write strengths-based employment plan, and monitor progress on plan implementation on at least a monthly basis.
14. Counsel, guide, and evaluate clients' implementation and continued progress of their employment plans.
15. Apply sanctions for noncompliance and remove them when corrective behaviors are demonstrated, where applicable.
16. Conduct mandatory home visits as required by state and county government, following all safety protocols set by office policy, where applicable.
17. Document all client activities and interactions through online case management system; create and maintain confidential records and files.
18. Assist in preparing required reports.
19. Correspond and collaborate with other agencies providing client services.
20. Serve as a member of committees and interdisciplinary teams as required.
21. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
22. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. Possession of a college degree in a human service/human resource or management based field (such as vocational rehabilitation, public administration, human resource management, sociology, or psychology); OR
 - B. High School Diploma or GED plus four (4) years of experience in job placement, career counseling, or a related field.

2. Knowledge Requirements
 - A. Knowledge of individual counseling techniques used in assessment, career, and short-term personal counseling, and crisis intervention.
 - B. Knowledge of problem solving and conflict resolution techniques.
 - C. Knowledge of workforce development programs and services and the laws and regulations governing them.
 - D. Knowledge of available community programs and resources for employment, financial, social, and personal services.
 - E. Knowledge of effective job search and job retention strategies.

3. Skill Requirements
 - A. Skill in interviewing to obtain financial and personal information to determine eligibility and to assess employment needs, aptitudes, and goals.
 - B. Skill in building and maintaining positive relationships with diverse individuals and groups.
 - C. Skill in active listening and effective communication.
 - D. Skill in conflict management.
 - E. Skill in conducting outreach and recruitment of participants and employers.
 - F. Skill in tracking and interpreting local, regional, and state labor market information and trends.
 - G. Skill in understanding and interpreting performance metrics.

4. Ability Requirements
 - A. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
 - B. Ability to communicate effectively in person and in writing.
 - C. Ability to motivate, encourage, and confront clients in a constructive manner.
 - D. Ability to investigate and resolve complaints of clients and employers.
 - E. Ability to administer applicable career development tests and to interpret and apply assessment data to career development goals.
 - F. Ability to use computer-based career information systems and computer applications including word processing, database management, and spreadsheets.
 - G. Ability to access community resource information using computers to input and retrieve information.
 - H. Ability to work with confidential data in compliance with federal regulations.
 - I. Ability to work under pressure of time and conflicting demands.
 - J. Ability to work effectively as a member of a self-managed team, including decision making regarding operations.

5. Physical Ability Requirements
- A. Ability to transport oneself to, from, and around sites of projects, tests, and other assignments.
 - B. Ability to attend work on a regular basis
 - C. Ability to occasionally push, pull, lift to move and carry equipment weighing up to 10 pounds.
 - D. Ability to operate standard office equipment such as a computer and related equipment, telephone, and copy machine.

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