

## **WORKFORCE DEVELOPMENT TECHNICIAN II**

### **SUMMARY/PURPOSE**

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

### **DISTINGUISHING FEATURES OF THE CLASS**

Employees at this level are distinguished from the Workforce Technician I level by the advanced performance in case management, pre-employment and employment counseling, job development and placement, and coordination of education and training services. This position is responsible for designing and interpreting policies and procedures, designing best practice models, and continual monitoring and improving of practices and services to clients. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions at the Workforce Development Technician II level are normally filled by advancement from the Workforce Development Technician I level.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

1. Develop and deliver the format and curriculum for presentations, workshops, and resource materials that orient clients toward programs and services available and teach clients methods to obtain work.
2. Recruit, enroll, and evaluate clients' performance in workforce development programs.
3. Determine the need for and authorize support services within established guidelines.
4. Analyze employment trends in order to advise clients in their job search and design programs responsive to local and regional workforce needs.
5. Arrange for opportunities for on-the-job training, skill upgrading, and certifications.
6. Oversee the hiring, training, and job performance of work experience participants.
7. Develop policies and procedures for program implementation to ensure consistency with state and federal guidelines and program best practices.
8. Receive referrals and conduct interviews to determine program eligibility, investigating to identify and assess client problems, needs, strengths, and assets.
9. Complete initial and on-going assessments to evaluate interests, aptitudes, abilities, and barriers to employment and to determine employment goals.
10. Utilize assessment results to write strengths-based employment plan, and monitor progress on plan implementation on at least a monthly basis.
11. Advise and refer clients and ineligible applicants to other community resources or additional resources when appropriate.
12. Counsel, guide, and evaluate clients' implementation and continued progress of their employment plans.
13. Apply sanctions for noncompliance and remove them when corrective behaviors are demonstrated, where applicable.
14. Conduct mandatory home visits as required by state and county government, following all safety protocols set by office policy, where applicable.
15. Document all client activities and interactions; create and maintain confidential records and files.
16. Work in collaboration with employers and industry experts to identify in-demand occupations and career pathways, and design programs to prepare jobseekers for employment in those occupations.

17. Form partnerships and coordinate with community and educational partners to implement programs, identifying a clear role and scope of work for each.
18. Develop and implement participant recruitment efforts that will achieve enrollment goals.
19. Track attendance and participation, and work with partners to offer additional client support if needed.
20. Analyze operations and procedures to determine problem areas, make and implement recommendations to improve areas of program operation.
21. Assist in determining program scope and drafting work plans, including establishing goals and timetables.
22. Ensure grant and contract goals are on track, and proactively take corrective action if needed.
23. Prepare and submit required reports by mandated deadlines.
24. Track program budgets to ensure spending is on track and in compliance with rules and limits.
25. Build strategic partnerships with employers and labor unions to influence program design and provide work experience opportunities to participants.
26. Work collaboratively with employers and labor unions to develop recruitment, hiring, and retention plans related to specific projects, programs, and goals.
27. Draft agreements, including community benefits workforce plans, work experience host site contracts, and/or on-the-job training contracts.
28. Educate employers about tax benefits, insurance and other benefits related to workforce development programs.
29. Interface with employers and program participants to ensure employment and work experience placements are successful.
30. Train new employees on Duluth workforce programs and governing federal and state laws, rules and program guidelines and best practices.
31. Aid in the research and writing of grant applications.
32. Serve as a member of committees and interdisciplinary teams as required.
33. 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.
34. 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 four-year college degree in a human service/human resource or management-based field (such as vocational rehabilitation, public administration, human resource management, sociology, or psychology), plus two (2) years of experience as a Workforce Development Technician I or similar; OR
  - B. A combination of verifiable education and experience equaling six (6) years, which demonstrates possession of required knowledge, skills, and abilities.
2. Knowledge Requirements
  - A. Knowledge of workforce development program design, coordination, and evaluation.
  - B. Knowledge of individual and group counseling techniques used in assessment, career and short-term personal counseling, and crisis intervention.
  - C. Knowledge of problem solving and conflict resolution techniques.
  - D. Knowledge of laws and regulations governing workforce development programs.
  - E. Knowledge of available community programs and resources for employment, financial, social, and personal services.

- F. Knowledge of local, regional, and national labor market trends.
  - G. Knowledge of effective job search and job retention strategies.
  - H. Knowledge of employer and labor union recruitment and hiring strategies and techniques.
3. Skill Requirements
- A. Skill in designing and implementing effective workforce development programs.
  - B. Skill in building and managing employer, labor union, education, and community partnerships.
  - C. Skill in building and maintaining positive relationships with diverse individuals and groups.
  - D. Skill in active listening and effective communication.
  - E. Skill in conducting outreach and recruitment of participants and employers.
  - F. Skills in managing contracts and budgets.
  - G. Skill in developing, implementing, evaluating, and refining processes and procedures.
  - H. Skill in interviewing to obtain financial and personal information to determine eligibility and to assess employment needs, aptitudes, and goals.
  - I. Skill in analyzing and organizing information to develop, evaluate, and improve programs and to develop, monitor, and revise employability plans.
  - J. Skill in performing arithmetic and algebraic calculations involving fractions, decimals, percentages, ratios, and descriptive statistics.
  - K. Skill in writing reports from raw data and information.
  - L. Skill in conflict management.
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 build and manage effective relationships with internal and external partners.
  - D. Ability to prepare effective reports and presentations.
  - E. Ability to administer applicable career development tests and to interpret and apply assessment data to career development goals.
  - F. Ability to motivate, encourage, and confront clients in a constructive manner.
  - G. Ability to investigate and resolve complaints of clients, partners, labor unions, and employers.
  - H. Ability to read, understand, interpret and properly apply complex guidelines, regulations, and policies.
  - I. Ability to use computer-based career information systems and computer applications including word processing, data base management, and spreadsheets.
  - J. Ability to access community resource information using computers to input and retrieve information.
  - K. Ability to track performance data and design interventions if needed.
  - L. Ability to work with confidential data in compliance with federal regulations.
  - M. Ability to organize tasks and work under pressure of time and conflicting demands.
  - N. Ability to lead and coordinate work of a team, including decision-making regarding program 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.

HR: RT	Union: Basic	EEOC: Professionals	CSB: 09/03/2019	Class No:
WC:	Pay:	EEOF: Other	CC:	Resolution: