DEPARTMENT: Youth and Workforce Development Programs
POSITION TITLE: Workforce Development Specialist (Re-Entry and DYS Programs)
LOCATION: New South Street, Northampton (includes daily travel throughout Hampshire and Hampden Counties, and travel in Franklin County and North Quabbin region.)
STATUS: Non-exempt
SUPERVISOR: Director of Youth and Workforce Development Programs

POSITION SUMMARY
Provide effective individual and group workforce development programming including employment readiness training, individual case management, and work-based learning experiences to court involved young people and adults, including delivering group and individual services to incarcerated individuals.

ESSENTIAL QUALIFICATIONS
- High School diploma or HiSET plus additional 2 years of relevant experience.
- One-year experience providing workforce development focused case management, employment readiness supports or counseling.
- One-year experience working with court involved, DYS, Sheriff's office, or other high/proven risk populations providing case management, individual support or counseling.
- Experience working with low-income individuals from high-risk environments and familiarity with issues confronting at risk youth and adults.
- Experience with job development skills and workforce development programming.
- Experience working in and/or good knowledge of area businesses, organizations, and community in service area that includes Franklin County, Hampshire County and Hampden County.
- Bi-lingual (Spanish) required/ Bicultural (Spanish) preferred.
- CPR/First Aid (or must be obtained within three months of hire).
- Additional appropriate education may be substituted for years of experience or Additional directly related experience may be substituted for education

ESSENTIAL RESPONSIBILITIES
1. Provide individual support, case management and supportive services to approximately 10 youth, through a direct referral system.
2. Provide job coaching and facilitate job readiness curriculum to approximately 10 DYS referred youth.
3. Work closely with DYS case managers, outreach workers, and other staff to support enrolled youth in successfully completing the program.
4. Develop warm, respectful and caring relationships with youth, serving as a role model, supporting success in the job placement and providing links to resources to help youth be successful in job placements.

5. Provide individual support, case management, and facilitate job readiness curriculum to individuals preparing for re-entry to the community.

6. Provide ongoing case management, job placement and job retention services to individuals upon re-entry to the community.

7. Reach out to area coalitions, community businesses, schools, organizations, and other non-profit organizations, as needed, in order recruit and support youth and adults placed in internship sites.

8. Serve as a liaison between internship site supervisors and participant interns. Coordinate workplace learning assessment and review with participants.

9. Assist participants with accessing skills development and other workforce development resources.

10. Assist Director, Re-Entry Coordinator, and other Workforce Development staff in workforce development activities.

11. Attend community workforce development meetings when appropriate.

12. Complete all required paperwork, data collection and case records as required. Complete participant file updates at least weekly.

13. Complete weekly work schedule, monthly reports, and other required documents within established timelines.

14. Communicate daily and work as a team with supervisor and other staff to achieve continuous quality improvement.

15. Participate in the planning, development and coordination of department activities with other Youth and Workforce Development Program staff.

16. Follow guidelines, procedures, and policies of the program contract, of Youth and Workforce Development Programs and of Community Action.

17. Assist in the development of information for grant proposals as appropriate.

18. Daily travel throughout Hampshire and Hampden Counties, and travel in Franklin County and North Quabbin region.

19. Attend all required staff and team meetings, professional development activities, supervision, mandatory agency trainings, and other relevant trainings, and contractual meetings.

20. Maintains strictest confidentiality.

21. Comply with agency and funders’ paperwork requirements and procedures

22. Other responsibilities as assigned by the Assistant Director, Director or designee.

This does not cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may be adjusted to meet the operational needs of the agency.

**SKILLS REQUIRED**

- Proficient with MS Office software, internet, and other computer use including database entry and e-mail.
- Excellent organizational skills and attention to detail
- Excellent customer service
- Self-starter with ability to work independently with minimal supervision and to complete assignments in a timely manner.
• Excellent networking, outreach, written and oral communication skills.
• Demonstrated effectiveness working with youth and adults to overcome barriers, set and achieve goals. Strong ability making and maintaining connections with participants that can be difficult to engage and retain in programming.
• Ability to work effectively with diverse co-workers and community businesses and organizations.
• Understanding of data capture and tracking methods.
• Sensitivity to cultural and socioeconomic diversity and the needs of individuals with low incomes.

PHYSICAL DEMANDS AND WORKING CONDITIONS:
The physical demands and work environment described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
Requires sitting for long periods of time.
• Some bending and stretching required.
• Extensive use of telephone required.
• Manual dexterity required for use of calculator and computer keyboard.
• Must be able to lift from 20 – 30 lbs
• Specific vision abilities required by this job include vision, color vision and the ability to adjust focus.
• The work environment includes indoor office environments or comparable spaces, and community spaces, with occasional exposure to outdoor weather when traveling to outreach or meeting sites. The noise level varies by site and can be loud in groups with participants. The work environment is primarily within an indoor office environment or comparable space, with occasional exposure to outdoor weather when traveling to outreach or meeting sites, or when participating in special program activities.

AA/EOE/ADA

Employment is contingent upon successful completion of Criminal Offender Record check (C.O.R.I.) prior to hire and every three years. Evidence of a good driving record and ability to be covered under Community Action’s non-owned and hired vehicle policy.

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EMPLOYEE NAME (PRINT)

________________________________________
EMPLOYEE SIGNATURE

________________________________________
DATE