

**NAME:**  
**JOB TITLE:** Job Development & Retention Coordinator  
**DEPARTMENT:** Employment and Training

**FLSA STATUS:** Non-Exempt  
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**OVERALL PURPOSE**

This position is responsible for facilitating and engaging program participants into the workforce that will support their journey from public assistance to self-sufficiency. Coordinator will work closely with the business community and workforce partners to increase participants knowledge of careers in high priority occupations, assist participants in identifying meaningful employment opportunities, strive to assist participants obtain employment and provide retention support and services during retention phase.

**ESSENTIAL FUNCTIONS****1. Provide assistance to Program Management**PERFORMANCE MEASURES:

- Coordinate weekly with Program Manager and SAPDC Case Manager to track participants job search and retention activities based upon their IEP and program guidance
- Coordinate with program participants for completion of job search or retention activities
- Track progress of the participants progress toward gaining meaningful employment
- Maintain a collaborative position with case manager and all team members to ensure that the participant is achieving overall program goals
- Participate actively with case manager and participants in all program activities
- Participate in DST Meetings with case manager as required. Provide reports and updates to management for the purposes of DST meetings when not asked to be present at meetings

**2. Coordinate job development activities and provide retention services in compliance with program guidance**PERFORMANCE MEASURES:

- Review weekly the new referrals to the program and coordinate outreach to participants
- Develop job development activities that will assist participants in identifying in-demand occupations in the local business community
- Develop various types of opportunities for participants to complete job search or retention activities to include: online classroom service activities, face to face classroom opportunities, guest speakers, remote learning packets, and/or virtual/teleservice opportunities
- Review resumes/cover letters/portfolios and provide guidance to participants on interview success.
- Coordinate with PA WorkWear for clothing services for participants interviewing or starting a new career
- Set up opportunities for career exploration by helping to set up job shadowing opportunities for participants
- Assist participants with job coaching services once placed into meaningful employment
- Work as a mediator/coach between employer and participant to ensure job placement success
- Track all participants once enrolled into retention services
- Provide support and encouragement to participants while on the road to achieving their self-sufficiency goals

**3. Assist with the completion and submission of required documentation.**PERFORMANCE MEASURES:

- Complete data entry into team shared files (SharePoint/TEAMS)
- Assist with case management and file documentation
- Complete daily progress notes

**4. Attend required meetings and trainings**PERFORMANCE MEASURES:

- Attend weekly team meetings and be prepared to discuss all career exploration related information per client
- Attend all contractor meetings as required
- Attend required trainings and develop a training growth plan by researching trainings that are pertinent to job requirements and duties
- Attend LMC meetings as required

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**5. Network with local agencies/businesses to maintain an understanding of available services or employment opportunities**

PERFORMANCE MEASURES:

- Visit with local business community to promote the program.
- Attend meetings as required by program and utilize technologies to promote the program participants.
- Coordinate with the PA Careerlink Cambria County to enhance job development services and potential dual enrollment into WIOA Title I Services.
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**OTHER DUTIES**

1. Provide coverage when other staff scheduled off from work
2. Perform other related duties as required
- 3.

**SUPERVISION RECEIVED**

Immediate supervision is received from the Program Manager. Program oversight is provided by the Director of Community Services.

**QUALIFICATIONS**

**EDUCATION**

- Associate degree in human services, sociology or related field required
- Bachelor’s degree in human services, sociology or related field preferred

**EXPERIENCE AND/OR TRAINING**

- Experience in an office environment preferred
- Five years’ experience in case management, direct care, or counseling in lieu of degree

**KNOWLEDGE, SKILLS, AND ABILITIES**

- Identify problems, inform others, and provide information to assist with solving the problem.
  - Use verbal skills to communicate with co-workers or customers.
  - Complete and maintain documentation/records.
  - Database/Contact Management Software
  - Internet/E-mail
  - Spreadsheet, Word Processing Software
  - Manage Multiple Projects/Tasks
  - Provide Close Attention to Detail
  - Work Closely with Others
  - Follow established confidentiality policy, safety standards, or applicable regulations
  - Knowledge of customer service best practices
  - Organizational skills
  - Follow established confidentiality policy, safety standards, or applicable regulations
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To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I have read the above position description and fully understand the requirements set forth therein. I can perform the essential functions of the position with or without accommodation. I will perform all duties and responsibilities to the best of my ability.

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of HR Representative

\_\_\_\_\_  
Date