

NAME:
JOB TITLE: Workforce Development Assistant
DEPARTMENT: Employment and Training

FLSA STATUS: Non-Exempt
PAGE: 1

OVERALL PURPOSE

This position is responsible for assisting the program activities to include engaging and highly motivating classroom instruction to program participants on their journey from public assistance to self-sufficiency. Assistant will work with program instructors to facilitate motivating activities and lessons, coordinate guest speakers, work with team members to create community service projects and work toward developing strong partnerships in the community that will strengthen the overall success of the program.

ESSENTIAL FUNCTIONS**1. Provide assistance to the SAPDC Case Manager and Instructor Staff****PERFORMANCE MEASURES:**

- Assist with incoming and outgoing phone calls for the program support
- Assist with the tracking of progress of the participants in the classroom and community service components – timesheets, attendance sheets, community services project assignments
- Maintain a collaborative position with team and all guest speakers, community services sites, employers and community partners
- Participate actively with case manager, instructors and participants in all program activities
- Participate in DST Meetings with case manager

2. Assist with the preparation and facilitation of speaker sessions, community services projects, lesson plans or group discussions for classes with various topics to help clients overcome employment barriers**PERFORMANCE MEASURES:**

- Make referrals for clients to receive necessary services to overcome their barriers
- Understand the local labor market information, targeted industry cluster, educational opportunities and employment opportunities
- Assist with the preparation of meaningful lesson plans that are beneficial, educational and interactive
- Assist with the preparation of meaningful on and off-site community services projects and worksite locations
- Assist with finding community services worksite placements for clients
- Attend and assist with weekend community service events such as craft shows, vender fairs, parades
- Provide a positive and encouraging environment
- Promote meaningful career opportunities such as credentialing, training or schooling

3. Assist with the completion and submission of required documentation to include daily client case notes, weekly evaluations and personal activity log.**PERFORMANCE MEASURES:**

- Complete data entry into ORS
- Assist with case management and file documentation
- Complete daily progress notes

4. Assist with resume development and job applications**PERFORMANCE MEASURES:**

- Assist clients in creating a professional resume
- Assist clients with uploading resumes to online platforms
- Explain and model the use of correct grammar, spelling, punctuation and sentence structure
- Proofread and revise professional resumes and job applications

5. Network with local agencies to maintain an understanding of available services**PERFORMANCE MEASURES:**

- Visit with community agencies to establish community service and paid work experience
- Attend meetings as required by program and utilize technologies to promote the projects and program

NAME:
JOB TITLE: Workforce Development Assistant
DEPARTMENT: Employment and Training

FLSA STATUS: Non-Exempt
PAGE: 2

6. Attend required meetings and trainings ensuring to be prepared and participate.

PERFORMANCE MEASURES:

- Welfare Program Team Meetings
- EARN Contractor Meetings

OTHER DUTIES

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

SUPERVISION RECEIVED

Supervision is received from the Community Services Program Director.

QUALIFICATIONS

EDUCATION

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

EXPERIENCE AND/OR TRAINING

- Experience in an office environment preferred

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

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