

JOB TITLE: Youth Workforce Development Specialist (Case Manager)

LOCATION: SER office and selected workforce sites

RESPONSIBLE TO: SER-Jobs for Progress, Inc. and designated program manager

HOURLY WAGE: \$18.50 plus Benefits

SUMMARY:

The Workforce Development Specialist will participate in activities to market SER Jobs for Progress and ARIZONA@WORK youth programs in Tucson and Pima County. The case manager will develop and administer training agreements for eligible youth with the public and private sectors.

Incumbent will select, counsel, evaluate, arrange and monitor training activities and help clients find initial employment or re-employment in the private or public sectors.

DUTIES/RESPONSIBILITIES: Work assignments, locations and duties may vary as needed.

ARIZONA@WORK/SER Career Counseling:

Counsels customers regarding the labor market, availability of jobs and skill and educational requirements that will develop successful career pathways;
Interviews and counsels customers to determine short-and long-term career goals, barriers to employment and need for additional training and education;
Evaluates client's supportive services needs for things like transportation, health-related issues and emergency housing and then coordinates referrals to appropriate agencies;
Provides career and academic counseling as well as crisis intervention;
Develops and conducts employability skills classes and workshops to address general and specific workforce career and job search issues;
Administers and interprets standardized tests and reviews test results with the client;
Reviews job orders for opportunities that correspond with the client's Individual Employment Plan (IEP):
Develops work experience contracts, including specifications for wages, length and content of training;
Organizes and presents program orientation sessions for clients and worksite supervisors;
Refers customers to training and/or company job orders;
Maintains confidentiality and security of information;
Keeps comprehensive manual and computer-based records, databases and files, including individual client case files for reporting purposes;
Prepares and submits routine, recurring and special reports.

Incumbent will maintain an active caseload of sixty clients at any one time.

EMPLOYER ACTIVITIES:

Works with community employers to promote and develop job opportunities;
Acts as a liaison between ARIZONA@WORK community agencies, business associations and economic development organizations;
Advises business on tax incentive programs for employing program participants;
Conducts follow-up contact with employers to determine status of job referrals.

GENERAL KNOWLEDGE:

Should have basic knowledge of:

- community, business and economic development resources;
- qualifications generally associated with a wide variety of jobs found in the community;
- economic development methodologies;
- local, state and national labor markets and trends;
- principles and techniques of resume writing, job search and interviewing techniques;
- rules, regulations, procedures and practices of the Workforce Innovation and Opportunity Act (WIOA), Americans with Disability Act (ADA), youth employment laws, Fair Labor Standards Act (FLSA) and other county contracting rules, regulations and standards;
- issues pertaining to youth;
- programs offered by local educational and training institutions;
- crisis intervention techniques and services.

Must be able to:

- communicate effectively (oral and written communication skills);
- establish and maintain effective working relationships with others;
- analyze situations and use sound judgment to make decisions, draw conclusions and determine appropriate courses of action.

MINIMUM QUALIFICATIONS:

- (1) A Bachelor's degree from an accredited college or university and at least one years' experience in employment and training or in a related area.
Or
- (2) Three years professional level experience in an employment and training areas.

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions require a valid Arizona Class D driver license at the time of application or prior to completion of initial or promotional probation. Failure to obtain/maintain the required licensure shall be grounds of termination.

Special Notice Items: Some positions will require bi-lingual in English and a second language as determined by the appointing authority. This position will require the (reimbursed) use of personal vehicles to travel between work-sites in the performance of assigned duties.

Physical/Sensory Requirements: Required physical/sensory requirements will be determined by position.

Prior to hiring, applicant will be subject to a background check which includes criminal history and fingerprint verification.

How to apply: email a cover letter and a resume no later than **5:00 p.m. February 23, 2022**

Please indicate what **position** you are applying for on the email subject line.

To: Erik Dorame – serjobs85713@yahoo.com