



Job Announcement

Job Title:	Business Services Coordinator – Community Works Project (CWP)
Department:	Employment Programs
Reports to:	CWP Assistant Manager
Hours:	Full time, Non-Exempt, generally 8-5 M-F with one hour unpaid lunch
Status:	Permanent
Salary:	\$18.00 - \$20.00
Benefits:	Comprehensive, competitive benefits package

Want to help make a difference? For more than 25 years, Human Solutions has been working to break the cycle of intergenerational poverty by empowering families and helping them build pathways out of poverty. Our comprehensive programs give people the skills and resources they need to be successful. Our programs include services for homeless families, eviction prevention, supportive services, employment services, energy assistance, and the development and operation of affordable housing.

Diversity, inclusion and equity are fundamental values for Human Solutions, both internally and externally. HSI has a Diversity Committee, which serves as a sounding board for new internal policies and procedures to make sure that we're taking into account diversity and inclusion. It also helps with diversity-related projects, such as staff diversity trainings, assessing our equity as an organization and developing an equity lens for our work.

Human Solutions is working to end homelessness and poverty in our community because everyone deserves a safe place to call home.

What Human Solutions Can Offer You: We offer a comprehensive array of benefits in support of your physical, emotional and financial well-being. A few highlights:

- Employer paid premiums for employee health insurance.
- Generous paid time off, 11 paid holidays, a floating birthday holiday and the ability to maintain a great work/life balance.
- Employer paid premiums for short-term and long-term disability insurance and life insurance.
- Access to an employee assistance program.
- Flexible spending accounts for health and for dependent care.
- Professional development opportunities, including employee driven committees and monthly optional staff workshops.
- Access to wellness initiatives and resources including things such as walking groups, yoga classes at two office locations and workshops on stress management, self-care and healthy living.
- Opportunity to contribute to a 401k retirement plan after one year of employment.

SUMMARY: The Community Works Project is a collaborative program that provides job preparation and placement services to Temporary Assistance to Needy Families (TANF) participants who are participating in Job Opportunities Basic Skills (JOBS) program. Human Solutions is one of 6 agencies working collaboratively under the Community Works umbrella to provide culturally and linguistically responsive services to Portland's diverse JOBS program participants. The Business Services Coordinator will develop, coordinate and maintain connections to business and community resources for JOBS participants to meet their employment plan goals and to achieve project outcomes.

ESSENTIAL DUTIES AND RESPONSIBILITIES

include some or all of the following. Other duties and responsibilities may be assigned.

1. Develop subsidized work (JOBS Plus) and volunteer (Work Experience/WE) sites for CWP clients.
2. Support Workforce Specialists in developing unsubsidized employment opportunities for participants.
3. Provide participant screening prior to job referral to ensure a good fit based on their particular qualifications and barriers,
4. Act as a liaison between employers and Workforce Specialists.
5. Assist employers and JOBS Plus/WE clients with ongoing training needs; address concerns of employers; provide effective follow-up to placement. Work with employers to resolve ongoing issues.
6. Stay abreast on local business and industry development trends. Target growing industries that truly match JOBS participants' employment opportunities.
7. Support Project Management in daily project operation, outcomes achievement, and developing reports to DHS management and project leadership team.
8. Present employment and volunteer opportunities at regular project staff meetings to ensure employment resource sharing, participants' referrals to employment opportunities, coordination with local businesses and partnering agencies. Encourage open communication and team approach to project activities with a customer service approach.
9. Organize employers' presentations and hiring events for project participants.
10. Prepare written and verbal presentations to individuals and groups; speak to trade organizations, local and state employer groups, training providers, community organizations, etc. to provide public awareness about Community Works Project.
11. Maintain up to date listings of work opportunities and identify areas for further development based on preferences and profiles of Community Works Project job seekers.
12. Track the work performance, placement satisfaction and training progress of JOBS Plus and Work Experience participants through informal check-ins and regularly scheduled evaluations.
13. Represent Community Works consortium at meetings with DHS management and staff, WorkSource centers and other agencies upon Project Manager's request.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities

QUALIFICATIONS

Any combination of education and experience that demonstrates the ability to perform the duties of the position is qualifying. This would typically include:

1. Experience with pre-employment activities and job search development.
2. Advanced knowledge and/or experience in job development and placement activities.

3. Knowledge and/or experience of vocational and/or placement counseling for immigrant and refugee populations.
4. Knowledge of the local job market and concerns of employers.
5. Ability to function in a positive manner in a demanding work environment, to demonstrate a high degree of flexibility, to respond to priorities and schedules that change frequently.
6. Ability to meet multiple, sometimes conflicting deadlines.
7. Strong analytical and decision-making abilities.
8. Ability to deal with distressed and/or demanding clients and employees in an effective manner.
9. Ability to work in a fast paced environment and make good judgments as it pertains to clients.
10. Ability to maintain a high level of confidentiality.
11. Strong skills in intercultural, interpersonal and organizational communication.
12. Ability to communicate in a positive manner verbally, in writing, and by phone.
13. Ability to communicate with a variety of personality types and levels of the organization as well as with persons outside of the organization.
14. Ability to listen for understanding and assist in problem solving.
15. Ability to prepare clear, accurate and concise reports.
16. Be punctual, good attendance, and be able to work flexible hours to meet the availability of clients.
17. Ability to use basic office equipment, telephone, copy machine, fax machine, and computer.
18. Ability to sit, stand, walk, drive, talk on the phone and/or use computer for long periods of time.
19. Possess a valid driver's license and verification of current auto-insurance, and have full use of automobile during work hours.
20. Participate in staff meetings, trainings, committees, and volunteer activities to support Human Solutions Inc. goals.

EDUCATION and/or EXPERIENCE: Bachelor's Degree in social service/social sciences field with at least six (6) months experience providing workforce development services; or any combination of education and work experience in social services, employment development and case management totaling four years.

- Experience with pre-employment activities and job search development.
- Advanced knowledge and/or experience in job development and placement activities.
- Knowledge and/or experience of vocational and/or placement counseling for immigrant and refugee populations. Knowledge of the local job market and concerns of employers.

TO APPLY

Please send resume with cover letter and three professional references to: Kimberly Markel, Community Works Project Assistant Manager to Kimberlym@communityworksprojectnw.org. References need not be written, simply the names and contact information for three people who are familiar with your work. At least one should be a supervisor or former supervisor. Open until filled. No phone calls please.