

**Job Title:** Job Mentor & Skill Development Specialist – CommunityWorks  
**Department:** Employment Programs  
**Reports to:** Skills Development Coordinator  
**Hours:** Full time, Non-Exempt, generally 8-5 M-F with one hour unpaid lunch  
**Starting Salary:** \$16.00-\$17.89/hour DOE  
**Primary Site:** 11826 Glisan St., Portland OR 97220  
**Benefits:** Paid holidays, personal leave, medical, dental, AD & D, short and long-term disability insurance.

**SUMMARY:** The Community Works Project (CWP) is a 6-agency collaborative project providing job preparation and placement services to Temporary Assistance to Needy Families (TANF) participants who are participating in Job Opportunities Basic Skills (JOBS) program. CWP is located on-site at the Department of Human Services (DHS) East County Family Service Center. Workforce Specialists at CWP are responsible for guiding their participants toward job readiness and placement through an individualized plan.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** Include some or all of the following. Other duties and responsibilities may be assigned.

1. Assist employers with ongoing volunteer needs; address concerns of employers.
2. Organize and lead regular off site simulated work opportunities with a focus on community service.
3. Work with local employers to create group volunteer opportunities for clients.
4. Provide respectful feedback to participants regarding their behavior, dress, attitude and communication that may need to be changed to ensure not only employability but retention.
5. Transport clients to and from volunteer opportunities in the Human Solutions 15 passenger van.
6. Coordinate/Communicate with HSI Shelter staff/SDC Coordinator re: van location, issues, etc.
7. Keep CWP staff informed of volunteer opportunities through e-mail, calendar, sign-up sheets, and meetings.
8. Provide coaching and group activities that guide participants in moving forward in their JOBS plan
9. Keep accurate records of volunteers at each off-site (including No-shows) and communicate with SDC and CWP staff.
10. Ensure immediate communication with management should any concerns arise regarding child abuse, violations of the alcohol and drug free workplace (by participants or staff), fraud, harassment, discrimination, violence or threats of violence, or any other potential ethical or criminal issues.
11. Offer input on best practices research and information-gathering to be conducted by consortium Leadership team and Project Manager.
12. Coordinate with BSC/SDC Coordinator to create volunteer off-site opportunities.
13. Organize and teach Skill Development classes and workshops based on developed curriculum in interactive and engaging manner.
14. Work in small groups and individually with clients to help them progress on their

individual plans.

15. Work with other members of the Skills Development Team to ensure that Supported Work clients always have staff supervision and assistance.
16. Work with other members of Skills Development Team to track and produce weekly attendance reports of Supported Work activities for DHS and Workforce Specialists.
17. Role Model work appropriate behavior at all times and coach clients on how to present themselves in the workplace.
18. Effectively utilize CommunityWorks partners' leveraged resources to remove participants' barriers to employment opportunities and increase their chances to become self sufficient. Bring understanding of home agency and targeted community to ensure wraparound service options for all CommunityWorks participants.
19. Regularly communicate with Workforce Specialists on JOBS participants' activities, progress and challenges through the DHS TRACS database, phone calls, emails, and regular meetings.
20. Participate in trainings and team meetings to ensure project outcomes achievement. Encourage open communication and team approach to project activities with a customer service approach.
21. Conduct participant satisfaction surveys on a regular basis.
22. Participate in staff meetings, trainings, committees, and volunteer activities to support Human Solutions goals.
23. Represent CWP to the public and effectively communicate CWP's mission and values in the community.

## **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. Possess a valid driver's license and verification of current auto-insurance, and have full use of automobile during work hours.
2. Vehicle insurance coverage limits must be \$100,000 bodily injury liability for one person, \$300,000 bodily injury liability for all people in an accident and \$100,000 property damage liability.
3. Experience with mentoring professional behavior in the workplace.
4. Knowledge and/or experience of working with a diverse group of people (such as cultural, age, poverty, etc.) in a professional environment.
5. Understanding of the concerns of employers and what their needs are from an employee/volunteer.
6. Experience teaching/facilitating group workshops.
7. 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.
8. Ability to meet multiple, sometimes conflicting deadlines.
9. Strong analytical and decision-making abilities.
10. Ability to deal with distressed and/or demanding clients and employees in an effective manner.
11. Ability to work in a fast paced environment and make good judgments as it pertains to clients.
12. Ability to maintain a high level of confidentiality.
13. Strong skills in intercultural, interpersonal and organizational communication.

14. Ability to communicate in a positive manner verbally, in writing, and by phone.
15. Ability to communicate with a variety of personality types and levels of the organization as well as with persons outside of the organization.
16. Ability to listen for understanding and assist in problem solving.
17. Ability to prepare clear, accurate and concise reports.
18. Be punctual, good attendance, and be able to work flexible hours to meet the availability of clients.
19. Ability to use basic office equipment, telephone, copy machine, fax machine, and computer.
20. Ability to sit, stand, walk, drive, talk on the phone and/or use computer for long periods of time.
21. Participate in staff meetings, trainings, committees, and volunteer activities to support Human Solutions goals.
22. Intermediate knowledge of computers and using software in workplace communication and reports.

**EDUCATION and/or EXPERIENCE:**

- Any combination of education and work experience in social services, employment development, case management, or mentor/volunteer supervision totaling four years; OR Bachelor's Degree in social service/social sciences field with at least six (6) months experience providing workforce development services.
- Experience with pre-employment activities and mentoring professional workplace behavior.
- Knowledge and/or experience for underserved populations including people with significant barriers to employment.
- Experience transporting clients/volunteers in 15 passenger van.

**TO APPLY**

Please send resume with cover letter and three professional references to: Kimberly Markel, Skills Development Coordinator to [kimberlyM@communityworksNW.org](mailto:kimberlyM@communityworksNW.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.