



Job Announcement

Job Title: Workforce Specialist
Department: Employment Programs
Reports to: Employment Programs Director
Hours: Full time, Non-Exempt, generally 8-5 M-F with one hour unpaid Lunch
Status: Permanent
Salary Range: Starting salary is \$17.13-\$21.03/hour
Benefits: Paid holidays + medical and dental

SUMMARY: Recruit, screen and provide assessment for all potential Living Solutions Project participants. Provide career track job exploration, training placement, job coaching, and support services to participants. Work closely with WorkSource Oregon to determine program eligibility. Coordinate efforts with other partner organization to ensure program success.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

1. Provide workforce case management to Living Solutions participants to include but not limited to intakes, assessments, employment plan development, job search and placement, work readiness, and skill building activities to ensure participants successful path to self sufficiency and achieving project outcome goals.
2. Refer participants to employment opportunities developed by Job Developer and create their own resources for participants according to their employment plans.
3. Share and coordinate employment opportunities resources with employment department team.
4. Effectively utilize Worksource resources to remove participants barriers to employment opportunities and increase their chances to become self sufficient.
5. Bring understanding of Human Solutions Inc. resources to ensure wraparound service options for all Living Solutions participants.
6. Utilize community resources to refer and engage participants in skill building activities.
7. Maintain regular contact with each participant during his or her enrollment. Provide support to participants as they progress through their employment plans.
8. Maintain consistent documentation of daily activities including attendance logs, time sheets, employer contacts, evaluation reports and progress
9. Perform follow up contacts with employers after participant job placement to both verify continued employment and offer problem solving/job coaching as appropriate and requested by employers.
10. Participate in trainings, meetings to ensure project out-comes achievement. Encourage open communication and team approach to project activities with a customer service approach.
11. Enroll and update progress of program participants in efforts to outcomes (ETO) database in accordance with contractual requirements.
12. Conduct participant satisfaction surveys on a regular basis.
13. Demonstrate acceptance and respect for diverse program participants; handle sensitive situations with an open, courteous approach; maintain an objective and professional relationship with participants.

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. 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.
2. Ability to be able to communicate effectively in both English and Spanish.
3. Ability to meet multiple, sometimes conflicting deadlines.
4. Strong analytical and decision-making abilities.
5. Ability to deal with distressed and/or demanding clients and employees in an effective manner.
6. Ability to work in a fast paced environment and make good judgments as it pertains to clients.
7. Ability to maintain a high level of confidentiality.
8. Strong skills in intercultural, interpersonal and organizational communication.
9. Ability to communicate in a positive manner verbally, in writing, and by phone.
10. Ability to communicate with a variety of personality types and levels of the organization as well as with persons outside of the organization.
11. Ability to listen for understanding and assist in problem solving.
12. Ability to prepare clear, accurate and concise reports.
13. Be punctual, good attendance, and be able to work flexible hours to meet the availability of clients.
14. Ability to use basic office equipment, telephone, copy machine, fax machine, and computer.
15. Ability to sit, stand, walk, drive, talk on the phone and/or use computer for long periods of time.
16. Possess a valid driver's license and verification of current auto-insurance, and have full use of automobile during work hours.
17. Participate in staff meetings, trainings, committees, and volunteer activities to support Human Solutions goals.
18. Possess a valid driver's license and verification of current auto-insurance, and have full use of automobile during work hours.
19. 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: Ricardo Lopez, Employment Programs Director to rlopez@humansolutions.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.