

# Coordinator – Youth Workforce Development

## General Duties:

- Provide leadership to the Career Planner team working with the targeted population of young adults ages 18-24, who have had justice involvement or are high school dropouts seeking and sustaining employment opportunities through goal setting and career planning.
- The Coordinator – Youth Workforce Development is responsible for managing and coordinating the services and successful delivery of the Department of Labor (DOL) Grant.
- Assist individuals served by the Workforce Development program with establishing and working on individualized program goals such as increased self-sufficiency, education attainment, securing employment, etc.
- Delivery of assigned program services in accordance with Agency Vision, Mission, and Values and applicable program contracts, manuals, and guidelines.
- Coordination and implementation of services in assigned programs in compliance with all relevant State, Federal, and local provisions.
- Building and maintaining collaborative partnerships with Champaign County Court Services staff, community agencies, schools, funders, referral sources, WIOA Youth Providers, and other parties relevant to RPC WDS program, etc.

## Specific Duties and Responsibilities:

- Provide direct services and carry a caseload of approximately 15 customers.
- Lead youth employment projects in collaboration with the Youth Case Manager II.
- Conduct Moral Reconciliation Therapy (MRT) groups.
- Perform mentoring (weekly) and intensive mentoring (daily) and support groups to offer role modeling, social and emotional support and encouragement during periods of youth development and subsequent life changes.
- Meet weekly with each assigned participant to provide guidance, connect with resources, encourage progress, track milestones/provide incentives and resolve any issues interfering with goal attainment.
- Prepare quarterly reports of progress of goals and identify areas of improvement.
- Meet monthly with collaborating agencies to share information and resolve project management issues.
- Meet at least monthly with Career Planners to share information and resolve participant service provision or documentation issues.
- Work with Fiscal Manager to submit quarterly grant progress reports.
- Maximizes coordination and communication among all the Community Services programs and staff.
- Consults and coordinates with other systems/service providers (school, agencies) to maximize service effectiveness.
- Demonstrates openness to constructive feedback about personal work habits, with a focus on continuous improvement of job performance, and growth in terms of professional development.
- Collaborate with customer to write customer goal plans that are specific, measurable, attainable, realistic, and time limited.



- Motivate and encourage customer engagement and follow through.
- Determine customer eligibility for a variety of workforce development programs.
- Review payments for participant training and service costs for program youth, prior to submission for supervisory approval.
- Provide mentoring/counseling for customers with employment or educational barriers.
- Provide comprehensive evaluation of employment and training needs.
- Assess customer skills by interviewing, testing, and other methods. May assess customers with physical or mental disabilities and make appropriate referrals to related services
- Assist customers with job placement, including job-search classes, labor market analysis, employment contacts, and all necessary follow-up activities.
- Assess customer needs, authorize, and facilitate supportive services to assist in removing barriers that may prevent successful completion of the program.
- Record participant data into multiple management information systems.
- Facilitate and develop group processes including testing, workshops, orientations and job clubs.
- Maintains case files as directed to meet customer follow-up, performance standards and program evaluation.
- Participate in implementation and delivery of participant outreach and recruitment plan.
- Coordinates, supports, and advocates for customers to gain access to needed resources, completing and submitting referrals to services as necessary.
- Document all service provision within 48 hours of service/contact.
- Attend training as required by supervisor.
- Participate in team meetings and individual supervisions, and other committees/meetings as requested/assigned.
- Share information and resources with team.
- Maximizes coordination and communication among all the Community Services programs and staff.
- Maintain up to date work schedule in Outlook calendar
- Utilize motivational and behavioral based interviewing skills.
- Maintain working knowledge of treatment options, services and programs for youth in Champaign County.
- Other duties as assigned

## **Required Knowledge, Skills, Characteristics and Abilities:**

- Bachelor's degree preferred in social service, education, or related area. Combination of education and training may be considered.
- Skills in staff training and supervision.
- Ability to pass criminal background check.
- Strong background in customer services and human services with program's target population.
- Valid driver's license and ability to transport customers or visit home sites throughout Champaign County.
- Ability to follow program procedures while adjusting work style to meet the needs of the customer.
- Ability to attend community meetings, provide program information at community meetings, provide formal program presentations, and collect and share relevant meeting information with team.
- Knowledge of continuing education options including high school, trade and college.
- Understands steps to implement to work toward gainful employment for individuals lacking employment history.



- Knowledge of local economic and employment opportunities.
- Knowledge of public assistance programs, including eligibility and application process.
- Ability to attend community meetings, provide program information at community meetings, and collect and share relevant meeting information with team.
- Ability to handle program and customer information in a confidential manner and report concerns as mandated.
- Ability to understand the vision, mission, and values of CCRPC and to implement in everyday work.
- Ability to exercise judgement in interpreting data, applying legislation, and making recommendations and decisions when limited guidance is available.
- Knowledge and respect for diverse cultures/lifestyles and problems of poverty in the community.
- Ability to react to change productively.
- Ability to follow written and oral instructions with minimum supervision.
- Ability to communicate effectively both written and orally.
- Ability to complete timely and accurate documentation.
- Ability to function professionally in stressful situations.
- Ability to work individually and as a team member.
- Ability to implement concepts learned from training.
- Ability to set work priorities and organize effectively to meet deadlines.
- Proficient in English (spelling, punctuation, grammar).
- Ability to attend worksite regularly to perform job duties and responsibilities.
- Ability to perform computer skills needed to complete case documentation, data entry and timesheets.
- Ability to obtain program specific certification(s) within twelve months.
- Ability to attend program meetings and/or training as required.
- Ability to work a flexible schedule to accommodate customer scheduling needs including periodic evenings and weekends.

## Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provide leadership and supervision to the Workforce Development Youth Career Planners
- Conduct program specific screenings, eligibility determinations, and assessments
- Develop individualized service/ employment plans
- Travel to meetings, training, service delivery, and other work sites
- Provide direct work with program participants or on behalf of the program participant approximately 65% of workweek
- Travel and/or complete non customer specific program related functions sitting/ standing at a desk approximately 35% of workweek
- Lift and carry equipment necessary to complete work, approximately 20 pounds

## Competencies:

- Leadership



- Management and Supervision
- Problem Solving/Analysis
- Communication Proficiency
- Decision Making
- Ethical Conduct
- Time Management
- Interpersonal Skills
- Motivation to Succeed
- Problem Solving/Analysis

### **Work Environment:**

- Office work will be performed in an open cubicle environment sometimes involving distractions.
- Frequent near-vision use for reading and computer work
- Evening and weekend availability is required as needs of the program dictate.
- Work may include providing services in unconventional settings. These could include, but are not limited to parks, schools, libraries, while traveling in an automobile, or in customer's/families homes.