Career Planner I - Youth Workforce Development

General Duties:

- Delivery of assigned program services in accordance with Agency Vision, Mission, and Values and applicable program contracts, manuals, and guidelines.
- Assist individuals served by the program(s) with establishing and working on individualized program goals such as increased self-sufficiency, housing stability, education attainment, securing employment, etc.

Specific Duties and Responsibilities:

- Help clients identify goals, determine steps necessary for goal achievement, and evaluate progress.
- Collaborate with client to write client goal plans that are specific, measurable, attainable, realistic, and time limited.
- Motivate and encourage client engagement and follow through.
- Determine client eligibility for a variety of workforce development programs. Refer clients to appropriate programs, partner agencies, and/or resources. May refer ineligible individuals to other community agencies or resources.
- Authorize payments for participant training and service costs.
- Provide mentoring/counseling for customers with employment or educational barriers.
- Provide comprehensive evaluation of employment and training needs.
- Assess client skills by interviewing, testing, and other methods. May assess clients with physical or mental disabilities and make appropriate referrals to related services.
- Works with clients to develop individual training plans, engage employer placement contacts, and counseling. Assist clients 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.
- Ability to carry caseload of at least 40 customers.
- Coordinates, supports, and advocates for clients to gain access to needed resources, completing and submitting referrals to services as necessary.
- Interact with, or on behalf of the clients, with intention of improving or maintaining their ability to function in a variety of interpersonal situations, including in the family, school, job or community.
- 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.
• Consults and coordinates with other systems/service providers (school, agencies) to maximize service effectiveness.
• Maintain up to date work schedule in Outlook calendar
• 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.
• Other duties as assigned

Required Knowledge, Skills, Characteristics and Abilities:

• High school diploma/G.E.D. with at least 5 years’ experience applicable to the program. Degree in social service, education, human resource management or related area is preferred.
• Strong background in customer services and human services, particularly working with persons age 18-24 who have been incarcerated or are under the supervision of the court.
• Applicants with prior criminal records are encouraged to apply. All applicants will be required to participate in an Illinois State Police and Department of Children and Family Services background check.
• Valid driver’s license and ability to transport clients.
• Ability to follow program procedures while adjusting work style to meet the needs of the client.
• 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 client 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.
• 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 client scheduling needs including periodic evenings and weekends.

Essential Functions:

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

• 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 work week
• Travel and/or complete non client specific program related functions sitting/ standing at a desk approximately 35% of work week
• Lift and carry equipment necessary to complete work, approximately 20 pounds

Competencies:

• Problem Solving/Analysis
• Communication Proficiency
• Decision Making
• Ethical Conduct
• Time Management

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 client's/families homes.