

Champaign County Regional Planning Commission

POSITION DESCRIPTION

Position Title: Career Planner I

Reports To: Program Manager

Supervises: None

FLSA Status: Non-Exempt

Pay Grade: 2

General Duties:

The Career Planner I will 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. This position will ensure delivery of assigned program services in accordance with Agency Vision, Mission, and Values and applicable program contracts, manuals, and guidelines.

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 30 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

Preferred Knowledge, Skills, Characteristics and Abilities:

- Associate's degree preferred in social service, education, human resource management or related area. Combination of experience and training may be considered.
- 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 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.
- Familiarity with community businesses and social services agencies is preferred.
- Ability to collaborate with local business to develop employment opportunities for clients.
- Ability to participate in and host community events and market program services.
- Develop strategic marketing plan to engage the community and potential clients in job training programs offered through the WIOA Program
- Professionalism and ability to facilitate and resolve client inquiries.
- 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 workweek
- Travel and/or complete non client 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:

- **Motivation to Succeed:** The willingness to take self-directed or self-motivated actions to do more than is expected in the job with the aim of improving job performance and finding or creating new opportunities. Actively looks for challenges and is committed to meeting them. Enables others to acquire the tools and support they need to continuously improve their respective performance levels. Shows eagerness to develop. Is proactive in searching for new opportunities for both, himself/herself and for the organization, and follows up on these. Is willing to go beyond the requirements of the job and take on responsibilities that are not considered his/her own.
- **Collaboration:** Ability to work cooperatively with others, to be part of a team, to work together, as opposed to working separately or competitively. Collaboration applies when a person is a member of a group of people functioning as a team, but not the leader. Acts to promote good working relationships regardless of personal likes or dislikes; breaks down barriers across groups; builds good morale or cooperation within the team, including creating symbols of group identity or other actions to build cohesiveness; encourages or facilitates beneficial resolution to conflict.
- **Communication Proficiency:** Demonstrates the ability to speak to a variety of audiences in an effective and understandable manner; presents complex program related information to internal and external stakeholders; capable of communicating information in a variety of ways based on the audience.
- **Problem Solving/Analysis:** Even in the most complex situations, breaks down problems into their fundamental parts, identifies their root causes, analyzes costs, benefits, risks, and chances for success of potential solutions, and creatively attacks problems in ways that lead to innovative solutions.
- **Decision Making:** The thought process of selecting a logical choice from the available options. When trying to make a good decision, a person must weigh the positives and negatives of each option, and consider all the alternatives. For effective decision making, a person must be able to forecast the outcome of each option as well, and based on all these items, determine which option is the best for that particular situation.

- **Interpersonal Skills:** The qualities and behaviors a person uses to interact with others properly. An employee's ability to work well with others while performing their job. Knowledge of social expectations and customs. Sometimes described as social intelligence, which relies on paying attention to the actions and speech of others and interpreting them correctly as part of forming a response.
- **Time Management:** The process of planning and exercising conscious control of time spent on specific activities, especially to increase effectiveness, efficiency, and productivity. It involves a juggling act of various demands with the finiteness of time.
- **Ethical Conduct:** Demonstrates a sense of agency responsibility. Driven by positive moral principles that govern their approach to their work.

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.

Disclaimer:

This document contains a description of a general class of positions within the Champaign County Regional Planning Commission Salary Administration Program. The description contains examples of duties and responsibilities that may, or may not, be considered "essential functions" to a particular job or position within this job class. "Essential functions" are to be determined at the position or job level within each department.

Signature of Employee _____

Date _____

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