

Dynamic Workforce Solutions

**Job Description**

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| **Job Title: Career Navigator** | **Reports to: Program Manager** |
| **Office Location:**  | **Completed by: E. Ulmer** |
| **Exempt: / Non-exempt: X** | **Date: 6/24/2019**  |

**Primary Objectives of Position:** Under the general supervision of the Program Manager/Site Manager/Site Supervisor, the Career Navigator is responsible for delivering career counseling, case management, and job placement services to Adult job seekers, to include those Displaced by a company closure or downsizing, who are eligible for Workforce Innovation and Opportunity Act (WIOA) services.

**Essential Job Functions:**

* Perform outreach and recruitment in the local community to publicize program opportunities and eligibility guidelines, referral options and access points, and application procedures.
* Conduct or facilitate pre-employment/work-readiness workshops to individual participants, and/or in group or classroom settings.
* Collect documentation from applicants (and/or family members as required) sufficient to determine eligibility for services, consistent with applicable Federal, State, and Local requirements, guidelines and policies.
* Assist participants with career exploration and career planning, job readiness activities, and in accessing educational, employment and training opportunities linked to career pathways that chart a course toward economic self-sufficiency.
* Build, manage and support a caseload of eligible participants and facilitate their placement and participation in work-based learning and other training activities.
* Provide job placement and retention services.
* Provide services in various settings, to include within the Workforce Center environment, or at partner sites/locations and other agencies throughout the community.
* Understand other programs and funding sources available to customers so that use of resources is maximized, and effect dual- or co-enrollments where appropriate.
* Have a solid working knowledge of relevant laws, regulations, and local policies that relate to program eligibility and program performance expectations and outcomes.
* Conduct an Objective Assessment (OA) of customer needs and goals, and develop an Individual Service Strategy (ISS) that identifies an employment barriers and an action plan to meet those needs and barriers.
* Review and modify the ISS to ensure ongoing, successful progress toward stated goals and desired outcomes.
* Adhere to the Company’s quality management system and protocols to ensure customer satisfaction, and program integrity and performance.
* Have a basic working knowledge of other One-Stop programs such as those available to Young Adults and Youth, and services available through the Wagner-Peyser/Job Service program.
* Perform routine, timely and accurate data entry of narrative information and required data elements into the KansasWorks MIS database to ensure the full and proper tracking of all enrollments, and activities and services provided, and to document customer interactions and progress through various program components.
* Other duties as assigned to meet program and company objectives.

**Qualifications:**

***Education:*** A minimum of a Bachelor’s Degree preferably in a Social Service or Human Resources field, or equivalent work experience.

***Experience:*** Background in the field of Workforce Development is strongly preferred.

A minimum of three years’ experience in a field related to Workforce Development or career counseling is preferred.

***Skills/Abilities:*** Excellent interpersonal skills and customer service orientation; strong working knowledge of personal computers and software; ability to perform accurate and timely data entry, such as ‘case-notes,’ and to keep detailed records of services provided to customers. Bi-lingual, Spanish and English beneficial.

***Other:***Ability to learn and apply Federal, State and Local policies as they relate to a particular program area; knowledge of local community resources preferred. Must have valid driver’s license and adequate vehicle insurance coverage.

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**Employee Signature Date Received/Reviewed**