

# YUMA PRIVATE INDUSTRY COUNCIL

## POSITION DESCRIPTION

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Title: **Quest Dislocated Workers (DW) Workforce Specialist**

Reports to: Program Coordinator

Classification: Temporary (2 year) Non-Exempt, Full-Time position

Salary: \$21.63 per hour plus benefits (\$45,000 yearly)

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The Yuma Private Industry Council is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age, disability status, protected veteran status, or any other characteristic protected by law.

### SUMMARY

The position of Quest Dislocated Workers (DW) Workforce Specialist is a 2 year position ending on **September 30, 2024**. The position is funded by Department of Labor Employment and Training Administration under the authority of the Workforce Innovation and Opportunity Act (WIOA) Sec. 170, **National Dislocated Worker** Grant for the project “**QUEST Disaster Recovery DWG.**”

The Quest DW Workforce Specialist position works directly with adult Dislocated Workers (ages 18+) . The purpose of this grant/position is “to enable individuals who have been adversely affected by the COVID-19 pandemic and the social and economic inequities that the pandemic exacerbated, **to enter, return to, or advance in high-quality jobs** in growth industries” identified in Yuma County. **The industries targeted include manufacturing, healthcare, professional, scientific, and technical services.**

This position is responsible for determining dislocated worker eligibility, and for providing all aspects of case management under WIOA: enrollment in activities such as training certificate activities, apprenticeships, internships, On-The-Job training, etc. This position also assists the individual with Resume writing, career planning, processes support services and referrals. In collaboration with AWC staff, the Quest DW Workforce Specialist will manage a caseload of up to 160 dislocated workers in a period of 2 years. **This position will be required to drive to various locations throughout the county to provide the services to applicants/participants; services may be provided virtually when feasible and appropriate.**

External communication with employers, educational institutions, and partners is crucial to establish effective linkages. **The incumbent MUST be bilingual English/Spanish.**

### ALL POSITIONS AT THE YUMA PRIVATE INDUSTRY COUNCIL ARE AT WILL!

**Below is the framework of the essential duties assigned to this position; however, please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change or may be assigned at any time with or without notice.**

## **PRIMARY/ESSENTIAL DUTIES AND RESPONSIBILITIES:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **PRIMARY RESPONSIBILITIES**

#### **1. Grant and WIOA Knowledge**

##### Supporting Skills

- Stay abreast of WIOA Federal regulations, Dislocated Workers program requirements, State and Local Policies, Quest Grant requirements including but not limited to: National Dislocated Worker Grants Quarterly Reporting Handbook, TEGLs 2-22, 16-21, 19-16, Quest Grant Proposal, etc.
- Ensure proper implementation of the requirements.

#### **2. Interview, Provide Pre-Assessment, and Determine Dislocated Worker Eligibility**

##### Supporting Skills

- Provide orientations; explain available programs, services, eligibility requirements, program requirements, assessment process, etc.
- Interview individuals to determine Dislocated Worker eligibility; collect, analyze and evaluate completeness and accuracy of information
- Input eligibility information in the pertinent database(s)/system(s)
- Determine program readiness and ability to benefit from the community college certificate programs
- Communicate with participants; asking appropriate questions to determine career interest, barriers to employment, level of services needed, and establishes training and educational goals to reach client's goals.
- Analyze client background information to determine appropriateness for employment and or occupational training services.

#### **3. Administer and Interpret various Assessments**

##### Supporting Skills

- Schedule and administer appropriate assessment based on individual need (Interest, inventories, occupational skills, TABE, etc.).
- Analyze, interpret, and explain assessment scores.
- Identify barriers to educational/employment goals.

#### **4. Identify Appropriate Certificate Program**

##### Supporting Skills

- Build relationships with key members of the training provider program.
- Analyze the needs of individuals and/or the needs of the employer.

- Identify program appropriate for the dislocated worker to obtain training, employment, or to upgrade the skills.
- Make referrals and co-enroll participants with other providers, partners, etc. when appropriate.

## 5. Arizona Job Connection (AJC) Information Input

### Supporting Skills

- Accurate and timely input information in the AJC system
- Enter case-notes in a timely basis as per local policy.
- Case-notes must be complete and accurate; ensure case notes reveal the progress and engagement of the participant (case-notes must tell the story and explain rationale for the academic, training, or employment decisions made).
- Select the pertaining AJC service code utilizing the Service Dictionary based on services provided.
- Upload pertaining documents that support the program requirements such as: eligibility, credentials, and employment at time of program exit, etc.
- Create Initial and Post Individual Service Strategy, including the 90 day ISS review.
- All other input such as: support services, job placements, outcomes, exit information, goals/measurable skill gains, testing scores, etc.
- Create reports utilizing the appropriate database and view monthly, quarterly, and annual reports as needed to maintain case in track and updated.
- Complete all required documentation.

## 6. Perform Job Development

### Supporting Skills

- Initiate telephone contact with potential employers to inform them of available program and services.
- Act as liaison between YPIC, Employers and Participants.
- Prepare individuals for interviews with potential employers.
- Prepare individuals for interviews with current employer if applicable.

## 7. Provide Case Management and Support Services Functions

### Supporting Skills

- Maintain regular contact with client to monitor progress.
- Generate all necessary paperwork.
- Create and maintain provider files.
- Respond to requests for follow up services.
- Conduct job search activities including resume preparation.
- Interview clients to determine specific needs for support services.
- Complete all required documentation and AJC uploads.
- Assist with follow up services.

## CORPORATE VALUES

### **Integrity:**

Equal Opportunity Employer/Program Auxiliary Aids and Services Are Available Upon Request To Individuals With Disabilities.  
Igualdad De Oportunidades Empleador/Programas Se le Hara Disponible Cuando Solicite Ayuda Auxiliar Y Servicios Adicionales Para Personas Con Incapacidades.

- ✓ Be a responsible corporate citizen committed to the health & safety of others, compliance with laws, regulations, and company policies;
- ✓ Behave in a businesslike manner demonstrating mature, professional actions;
- ✓ Be fair, honest, trustworthy, respectful and ethical in all engagements;
- ✓ Honor all commitments;
- ✓ Be accountable for all actions, success and failures.

#### **Teamwork:**

- ✓ Be committed to the common goal;
- ✓ Perform tasks in a manner that benefits the entire organization;
- ✓ Openly communicate up, down, and across the organization;
- ✓ Value the diversity of our workforce;
- ✓ Show willingness to make adjustment in schedules, and maintain openness to others' ideas of working approaches;
- ✓ Willingly share your resources.

#### **Performance/Initiative:**

- ✓ Focus on what is important, perform careful and thorough work;
- ✓ Establish and communicate clear expectations;
- ✓ Relentlessly pursue success;
- ✓ Strive for flawless execution;
- ✓ Work hard, celebrate successes and learn from failures;
- ✓ Remain flexible, adapt to change and balance multiple priorities;
- ✓ Continuously look for ways to improve self, services and processes;
- ✓ Technical and Job knowledge; how well you demonstrate the understanding, knowledge and technical skills required for your job.

#### **Learning:**

- ✓ Commit to develop and improve throughout your career;
- ✓ Actively seek ways to build upon your capabilities;
- ✓ Learn from sharing past decisions and actions both good and bad to continuously improve performance;
- ✓ Demonstrate a willingness to use new and different approaches in completing tasks and offer resourceful solutions;
- ✓ Use creativity and imagination to develop new ideas and approaches;
- ✓ Improve by benchmarking and adopting best practices.

#### **Corporate Level Contribution:**

- ✓ Perform tasks in a manner that benefits the entire organization;
- ✓ Seek to consistently improve quantity, quality, accuracy and efficiency;
- ✓ Look for small improvements as well as major improvements;
- ✓ Identify and eliminate unnecessary work and non-value added activities;
- ✓ Optimize time and resources;
- ✓ Teamwork: how well you work with others and fit into the corporate culture.

#### **Customer Service:**

- ✓ Anticipate the needs of those served, and demonstrate true caring;
- ✓ Deliver the very best every day to make a difference;
- ✓ Continuously look for ways to improve self, services and processes;

- ✓ Demonstrate a positive attitude;
- ✓ Make and cheerfully spend time to consistently exceed clients' and colleagues' expectations;
- ✓ Show humility for the role played in the lives of others;
- ✓ Respect co-workers (by being on time, not using sarcasm, etc.), and appreciate similarities & differences of each employee.

## CORE SKILLS

### Language

- **Communication**: The ability to communicate information and ideas so others will understand (respond effectively to the most sensitive inquiries or complaints, effectively presenting information and responding to questions from groups of managers, clients, employers, customers, elected officials, and the public).
- **Comprehension**: Understand information and ideas presented; respond effectively to the most sensitive inquiries or complaints. Effectively present information and/or respond to questions from groups of managers, clients, employers, customers, elected officials, and the general public.
- **Writing: The ability of communicating effectively in writing as appropriate for the needs of the audience.**
- **Written Comprehension**: ability to read and understand information and ideas presented in writing).
- **Written Expression**: The ability to communicate information and ideas in writing so others will understand (write clear and concise memoranda without close supervision).
- **Reading Comprehension**: Read, analyze, and interpret general instructions, technical procedures, and government regulations (understanding written sentences and paragraphs in work related documents).
- Fluency in the English and Spanish languages is required.

### Mathematics

- Apply mathematical concepts such as probability and statistical inference, fractions, percentages, and ratios.

### Reasoning

- **Problem Sensitivity**: ability to tell when something is wrong or is likely to go wrong (does not involve solving the problem, only recognizing there is a problem).
- **Deductive Reasoning**: ability to apply general rules to specific problems to produce answers that make sense (solves practical problems, collect data, establish facts, and draw valid conclusions).
- **Inductive Reasoning** — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- **Critical Thinking**: The use of logic and reasoning to identify strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Interpret a variety of technical instructions.

## Technology

- Demonstrate **proficiency** in software including but not limited to Google Suites, Microsoft Windows, Microsoft Office, Microsoft Excel.
- Demonstrate **proficiency** in Internet usage.
- Abide to IT policies (YPIC and AWC as appropriate).

## Socioeconomic

- Maintain an awareness of socioeconomic factors bearing on unemployment, local labor community problems, and/or resources relating to the labor market.

## Supervisory

- **Active Learning:** Understanding the implications of new information for both current and future problem-solving and decision-making.
- **Time Management:** Managing one's own time and the time of others.
- **Learning Strategies:** Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- *Has no direct supervisory responsibility.*

## Interpersonal

- Social Perceptiveness: Being aware of others' reactions and understanding why they react as they do.
- Service Orientation: Actively looking for ways to help people.
- Must possess excellent interpersonal skills.
- Must demonstrate excellent self-control and confidence during presentations.

## Physical Demands

- This position will be lifting up to 20 lbs. on a regular basis.

## Other

- Demonstrate public speaking skills.
- Demonstrate client-interviewing skills.
- Demonstrate data entry and retrieval skills.
- Demonstrate appropriate interpersonal skills to accomplish tasks.
- Interpret federal and state rules and regulations.
- **Must clear a background check with Arizona Department of Child Safety;**
- **Must possess or be able to obtain a AZ Level One Fingerprint Clearance Card;**
- **Must possess a valid Arizona Driver's License, reliable transportation, and current liability insurance (100,000/300,000 minimum);**
- Must demonstrate the Core Values of the Organization.

## EDUCATION AND EXPERIENCE

Bachelor's degree in Career, Vocational Education, Social Work, or Human Services or an equivalent combination of education and vocational education experience equaling four years. Because of the exigencies of the Quest grant, preference will be given to individuals with knowledge and experience working with Dislocated Workers under WIOA.

## WORK ENVIRONMENT

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level is usually moderate for an office environment.

I acknowledge that I have been given a copy of this job description and I understand the duties and responsibilities stated within. I attest to my capacity to fulfill all such duties and responsibilities. This job description may be revised by the employer and I will be given a copy of revisions, additions, and/or deletions. I understand that I may be given additional related duties and will be required to follow any other instructions or directions given by my supervisor. I understand that any violations of all established policies and procedures may lead to disciplinary measures, up to and including termination.

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Signature of Employee

\_\_\_\_\_  
Signature of Supervisor

\_\_\_\_\_  
Printed Name of Employee

\_\_\_\_\_  
Printed Name of Supervisor

Date Signed \_\_\_\_\_

Date Signed \_\_\_\_\_