

**ARIZONA@WORK - YUMA COUNTY  
YUMA PRIVATE INDUSTRY COUNCIL  
POSITION DESCRIPTION**

---

Title: **Youth Advisor**

Reports to: MLK One-Stop Coordinator

Classification: Non-Exempt

Revision Date: August 9, 2019

Salary: \$16.41- Full Time position

---

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**

Under the direction of the MLK One-Stop Coordinator, the Youth Advisor is responsible for Youth Program activities funded by the Workforce Innovation and Opportunity Act (WIOA), and other contract or grant funded programs.

This position entails mentoring, and advising prospective, current and former youth participants in gaining academic, personal, social, and career competencies. Providing skills needed for functioning as productive citizens through various forms of approaches; presentations, social media, workshops, referrals, etc. Coordinate with local Educational Institutions, Juvenile Justices, and various Social Services Agencies to ensure success for in-school and out-of-school youth. This position is responsible for determining the **eligibility** of participants, developing, maintaining, and submitting documentation for participants in the program that are mandatory to meet regulation requirements under WIOA. This position requires the ability to complete detailed documentation and to input information accurately.

The Youth Advisor must maintain a welcoming atmosphere and find a manner to connect and develop a rapport with the Youth visiting the center. The Youth Advisor position requires flexibility and adaptability to meet the needs of the Youth and the program. The ideal candidate is:

1. passionate about working with Youth (ages 16-24)
2. very detail-oriented when completing paperwork
3. very accurate inputting information in computer system

**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 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

**ARIZONA@WORK - YUMA COUNTY  
YUMA PRIVATE INDUSTRY COUNCIL  
POSITION DESCRIPTION**

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

**1. Greet Walk-In Clients and Provide Program Information.**

Supporting Skills

- Show cultural sensitivity and ensure an environment of caring and professionalism to instill confidence within a youth friendly setting.
- Assist Walk-in Clients with technology, and with online registration with DES and in the State mandated system.
- Maintain knowledge of the WIOA Youth Fourteen Program Elements\* and available local provider services.
- Knowledge of WIOA Common Measures in relation to youth goals.
- Explain available programs and services as well as eligibility requirements, application details, and applicants' legal rights.
- Explain the comprehensive testing and assessment process.
- Interview and investigate information pertinent to application and eligibility for program participation, and assess individuals for enrollment into training programs.
- Encourage questions and respond patiently.
- Provide formal and/or informal individual or group Orientations.

**2. Interview, Engage, and Counsel Youth Clients.**

Supporting Skills

- Interview clients to obtain information about employment status, educational history, and career goals, and to identify any barriers to employment or educational goals.
- Confer with youth in a way that builds self-esteem and motivates through positive feedback.
- Conduct job search activities including resume preparation, application review (paper/online), job referrals, mock interviews, etc.
- Provide ongoing training to MLK Youth Career Center Interns promoting professional development to those youth.
- Provide an ongoing mentoring relationship with youth through teen centered activities; weekly workshops, monthly events, outreach activities, Facebook, etc.

**3. Determine Youth Eligibility.**

Supporting Skills

- Interpret the policies and procedures of the DOL WIOA Eligibility Manual and or all subsequent contract/funds eligibility manuals.
- Provide an overview of services; explain eligibility requirements, and ensure client understanding of services.
- Collect, document, and enter into mandated state database all required documentation. Verify client information and evaluate for completeness and accuracy.
- Determine Eligibility using relevant guidelines and individual judgment to determine whether information complies with Federal/State Laws, regulations, and/or standards.
- Initiate procedures, prepare provider and MIS files. Keep records of assigned cases and prepare required reports.
- Submit complete and accurate files to One Stop Coordinator in a timely manner.

**ARIZONA@WORK - YUMA COUNTY  
YUMA PRIVATE INDUSTRY COUNCIL  
POSITION DESCRIPTION**

**4. Administer and Interpret Academic/Occupational Testing.**

Supporting Skills

- Schedule appropriate assessment (Interest Inventories, Occupational Skills, and TABE/ Pre GED tests) based on individual need; on-line, paper-pencil, interview, workbook, etc.
- Administer specific, appropriate tests (noted in preceding bullet).
- Follow guidelines for scoring tests.
- Analyze findings, explain the meaning of test results to ensure client understanding of results.
- Determine barriers to employment/educational needs.
- Determine appropriate partner agencies, and provide referrals for services.
- Determine WIOA Youth Program Eligibility and provide overview of services; explain eligibility requirements, and ensure client understanding of services.

**5. Develop, Implement, and Facilitate Workshops**

Supporting Skills

- Assist in the development, implementation and facilitation of various workshops to include but not limited to: Employability Skills, Higher Education, Cultural Awareness, Daily Living Skills, Financial Literacy, Leadership, Entrepreneurship, Community Service, Careers, and other areas of youth interest.
- Determine appropriate level of curriculum based on youth skill levels.
- Provide workshop management; establish trust, open dialog, and open communication style.
- Utilize updated materials that meet the needs of the today's youth; technology, social media, role play, non-traditional, guest speakers, etc.

**6. Identify Community Resources and Perform Job Development / Public Relations Functions**

Supporting Skills

- Identify resources represented by various community organizations, and build relationships with key members.
- Analyze the needs of businesses, make referrals to community agencies as appropriate/needed, and act as a liaison between YPIC, Employers and clients.
- Initiate telephone contact with potential employers to inform them of available programs and services.
- Assist employers with recruitment efforts, referrals, and interviews.
- Provide customized presentations to organizations.
- Maintain updated documentation on community resources, and follow up with organizations on a regular basis to determine changing needs.
- Assist with community outreach by utilizing social media (develop newsletters, updates job postings, public announcement, etc.)

**7. Provide Participant Follow-up Services**

Supporting Skills

**ARIZONA@WORK - YUMA COUNTY  
YUMA PRIVATE INDUSTRY COUNCIL  
POSITION DESCRIPTION**

- Respond to requests for follow-up services.
- Conduct job search activities including; resume preparation, application review (paper/on-line), job referrals, mock interviews, etc.
- Determine appropriate partner agency for services and referral to youth.
- Provide internal WIOA documentation (case-note/supporting documentation) to YPIC Follow-Up Department as needed.

**CORPORATE VALUES**

**Integrity:**

- 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;

**ARIZONA@WORK - YUMA COUNTY  
YUMA PRIVATE INDUSTRY COUNCIL  
POSITION DESCRIPTION**

- 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:**

- Communicating: Communicating with others to convey information effectively.
- Comprehension: The ability to 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).
- Speech Recognition: ability to identify and understand the speech of another person.
- Speech Clarity: ability to speak clearly so others can understand you.
- 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 language required.

**Mathematics:**

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

**ARIZONA@WORK - YUMA COUNTY  
YUMA PRIVATE INDUSTRY COUNCIL  
POSITION DESCRIPTION**

**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:**

- Demonstrates **proficiency** in software including but not limited to Microsoft Windows, Microsoft Office, Microsoft Excel, and Microsoft Access (Database).
- Demonstrates **proficiency** in Internet usage.

**Socioeconomic:**

- Maintains 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.
- This position 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:**

The physical demands described here are representative of those that must be met by an employee an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Effective communication skills;
- Reach with arms and hands.
- Operate keyboard, mouse, copier, fax and other office equipment.

**ARIZONA@WORK - YUMA COUNTY  
YUMA PRIVATE INDUSTRY COUNCIL  
POSITION DESCRIPTION**

- Maintain close vision, distance vision, peripheral vision, depth perception, and adjust focus as needed for specific required tasks
- Lift at least 5 – 10 lbs.

**Other:**

- 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 possess or be able to obtain a valid 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 clear a background check with Arizona Department of Child Safety**
- Must demonstrate the Corporate Values of the organization and abide to all YPIC's policies

**EDUCATION AND EXPERIENCE**

A Bachelor's degree in Career, Vocational Education, Social Work, or Human Services with two years of experience in the field; or an equivalent combination of education and experience equaling six years in the field of job training or vocational education programs. Experience in Social Services and/or working with individuals with barriers to employment is preferred.

**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.

**HOW TO APPLY:**

Visit [www.ypic.com](http://www.ypic.com) YPIC Careers to download application. You may submit the application to [erivera@ypic.com](mailto:erivera@ypic.com) Please title the e-mail "Youth Advisor"  
The position will be open until filled.

**You may also submit the application in person or via regular mail: 3834 W 16<sup>th</sup> Street, Yuma, AZ 85364 Attention: Human Resources**  
**We open from Monday thru Friday 8:00a.m. to Noon and 1:00p.m. to 5:00p.m. YPIC observes Holidays.**