

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

Title: **Youth Specialist (Case Management)**

Reports to: Youth Services Coordinator

Classification: Non-Exempt

Revision Date: February 20, 2020

Salary: \$16.41 per hours **(full time Temporary-One Year 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 Youth Services Coordinator, the Youth Specialist is responsible for Youth Program activities funded by the Workforce Innovation and Opportunity Act (WIOA), and other contracted or grants funded programs. This position has the primary responsibility for developing the design and delivery of the 14 Program Elements:

1. Tutoring,
2. Alternative Secondary School Services,
3. Summer Employment Opportunities,
4. Paid and Un-paid Work Experiences,
5. Occupational Skill Training,
6. Leadership Development Opportunities,
7. Supportive Services,
8. Adult Mentoring,
9. Follow-Up Services,
10. Comprehensive Guidance and Counseling; requirements under WIA,
11. Integrated Education and Training for a specific occupation or cluster,
12. Financial literacy education,
13. Entrepreneurial and skills training,
14. Services that provide labor market information about in-demand industry sectors and occupations.

This position will also coordinate with local educational institutions, and various other agencies to ensure success for youth. Overall, this position is responsible for case management of Youth ages 16-24); developing, maintaining, and submitting documentation for participants in the program mandatory to meet regulation requirements under WIOA.

The Youth Specialist must master the use of mandated state database system, to include: timeliness, accuracy, completeness, comprehension. **This position requires that the Youth Specialist be very detail oriented with excellent organizational and time management skills; must have reliable transportation to make employer visits and drive to various locations in Yuma County.**

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

1. WIOA Youth Program Rules and Regulations.

Supporting Skills

- Review and ensure understanding of Youth Program guidance documents such as: internal policies, state policies, Training and Employment Guidance Letters (TEGLs), rules and regulations, broadcasts, etc.
- Keep abreast of program updates by the State and Local Board directives.

2. Oversee Design and Delivery of the Fourteen Program Elements.

Supporting Skills

- Assess the needs of area youth as they relate to the fourteen required program elements.
- Interview clients and determine specific need for Support Services.
- Determine goals and objectives.
- Coordinate the design and delivery of the ten required program elements with staff.
- Maintain knowledge of policies and procedures of the DOL WIOA Youth Programs and/or all subsequent contract/funds eligibility manuals.
- Maintain knowledge of DOL WIOA Youth Common Measures and or all subsequent contract/funds' performance outcomes.

3. Interview and Assessment of Participants.

Supporting Skills

- Communicate orally with clients; asking appropriate questions to determine barriers to employment, levels of services needed, Career interests, and establishes training and educational goals to reach client career interests.
- Analyze client background information to determine appropriateness for employment and or occupational training services.
- Educate client on the Career Pathways initiatives to provide education and career planning.
- Build trust with clients.
- Review educational and occupational assessments to assist with education and career planning.
- Analyze findings and explain the assessment to participants.
- Make referrals to other agencies as needed.

4. Arizona Job Connection (AJC) Information Input.

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- Accurately and timely input information in the AJC system
- Input case notes as needed in the appropriate AJC area
- Case-notes must be complete and accurate; ensure case notes reveal the progress and engagement of the participant.
- Select the pertaining service codes utilizing the Service Dictionary based on services provided.
- Upload pertaining documents that support the program requirements such as: credentials, testing results, school records at time of program exit, etc.
- Create Initial and Post Individual Service Strategy, including the 90 day ISS review.
- All other inputs such as: job placements, outcomes, exit information, goals/measurable skill gains, testing scores, etc.

5. Identify Community Resources.

Supporting Skills

- Identify resources represented by various community organizations.
- Confer with colleagues regarding findings.
- Make referrals to community agencies as appropriate/needed.
- Initiate telephone contact with potential employers to inform them of available programs and services.
- Act as liaison between YPIC, employer, and clients.
- Assist employers with development of training plans, recruitment, and interviews.
- Provide customized presentations to organizations.

6. Monitor Client Progress, Provide Case Management and Support.

Supporting Skills

- Review documentation for accuracy, consistency, completeness, and areas of client need.
- Confer with all department members, and youth to determine consensus for actions and initiatives that have been agreed upon.
- Maintain a good working relationship between YPIC, Employers, Clients, other Resource Agencies, and the community in general.
- Conduct job search activities including, but not limited to resume preparation.
- Obtain and coach employers to ensure appropriate procedures are followed.
- Apply the principles of case management
- As needed, query AJC system and view various reports to keep the case management of client on track and current.

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;

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- 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;

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- 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.

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:

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- Demonstrate **proficiency** in software including but not limited to Microsoft Windows, Microsoft Office, Microsoft Excel, and Microsoft Access (Database).
- Demonstrate **proficiency** in Internet usage.
- Ability to comprehend and utilize various software specific to grant funded programs.

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.
- 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.
- **Flexibility in daily tasks to meet the needs of the Youth Services department and Grant Funded Compliance requirements.**
- **Ability to keep composure with self and peers during stressful situations.**

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.
- 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 public speaking skills;
- Client-interviewing skills;
- Accurate data entry and retrieval skills;
- Interpret federal and state rules and regulations and policies;

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- Must possess or be able to obtain a valid AZ Level One Fingerprint Clearance Card;
- Must possess or be able to obtain an Arizona Driver's License, reliable transportation, and current full coverage insurance;
- Must clear a background check with Arizona Department of Child Safety; Must possess a valid Level One 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 Core Values of the Organization.

EDUCATION AND EXPERIENCE

A Bachelor's degree in Career, Vocational Education, Social Work, or Human Services **with two years of experience in case management; principles and practices of case management**, including development of effective case notes, understanding of Youth barriers and challenges relating to education, training, and employment services; or an equivalent combination of education and five years of experience in case management.

Experience in Social Services and/or working with individuals with barriers to employment is preferred.

Supervisory experience or the ability to maintain a learning environment with clients (students) is preferred.

Fluency in the English and Spanish languages, 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 YPIC Careers to download application. You may submit the application to erivera@ypic.com Please title the e-mail "Youth Specialist"
The position will be open until filled.

You may also submit the application in person or via regular mail: 3834 W 16th 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.