

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

Title: **Youth Advisor**

Reports to: Case Management Coordinator

Classification: Non-Exempt

Revision Date: May 1, 2023

Salary: \$17.84

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 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, youth participants in gaining academic, personal, social, and career competencies. 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: passionate about working with Youth (ages 16-24); very detail-oriented when completing paperwork; 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.

Equal Opportunity Employer/Program Auxiliary Aids and Services Are Available Upon Request To Individuals With Disabilities.

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

Duties, responsibilities and activities may change at any time with or without notice.

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/ESSENTIAL RESPONSIBILITIES

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.

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.

Equal Opportunity Employer/Program Auxiliary Aids and Services Are Available Upon Request To Individuals With Disabilities.

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

- Conduct job search activities including resume preparation, application review (paper/on-line), 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; monthly events, outreach activities, Facebook, etc.

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 the 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.

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.

Equal Opportunity Employer/Program Auxiliary Aids and Services Are Available Upon Request To Individuals With Disabilities.

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

- 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.

Identify Community Resources / Public Relations Functions

Supporting Skills

- Identify resources represented by various community organizations, and build relationships with key members.
- make referrals to community agencies as appropriate/needed, and act as a liaison between YPIC, Employers and clients.
- Provide customized presentations to organizations.
- Assist with community outreach by utilizing social media (develop newsletters, success stories, updates job postings, public announcement, etc.)
- Be familiar with community resources to refer clients to appropriate agencies using the Client Referral System.

Build Community Awareness

Supporting Skills

- Recognize specific target groups of people, and build strategies around
- securing their interest (for instance, 16-24 year olds) in an effort for YPIC to assist with programs and services.
- Develop and enhance pipelines through engagement with targeted community organizations and individuals functioning as “feeder” organizations that routinely send people to YPIC for services.
- Recruit clients for Youth Program by utilizing community-based vehicles for introducing YPIC services and engaging interested clients in pursuing services from the organization.
- Establish recruitment performance goals in partnership with immediate supervisor and/or designated staff.
- Schedule, conduct, and document focus groups with targeted clusters of potential clients to discern needs and wants.
- Establish a tracking mechanism for obtaining “leads” for locating members of the target group.
- Create a list of potential youth reached during the events; collect phone number and email address; contact and set appointments with the youth on the list and follow up if youth does not attend the appointment.
- Ask and document the preferred method of contact for Youth.

Equal Opportunity Employer/Program Auxiliary Aids and Services Are Available Upon Request To Individuals With Disabilities.

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

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;

Equal Opportunity Employer/Program Auxiliary Aids and Services Are Available Upon Request To Individuals With Disabilities.

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

- 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: The ability to understand information and ideas presented through words and sentences (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).

Equal Opportunity Employer/Program Auxiliary Aids and Services Are Available Upon Request To Individuals With Disabilities.

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

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).

English and Spanish languages required.

Mathematics

Apply mathematical concepts such as addition, subtraction, multiplication, division, 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 Microsoft Windows, Microsoft Office, Microsoft Excel, and Microsoft Access (Database). Demonstrate **proficiency** in Internet usage.

Socioeconomic

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

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

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.
- 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.

English and Spanish languages, required.

WORK ENVIRONMENT

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

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.