

WIOA YOUTH SPECIALIST

GENERAL STATEMENT OF DUTIES

Performs responsible professional work in the recruitment and counseling of youth aged 16-24 for participation in the (WIOA) Workforce Innovation and Opportunity Act Youth program.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class assists Youth with enrolling in training to complete a High School Equivalency Diploma or Adult High School Diploma, provides career counseling, short work experience opportunities, short-term training opportunities, job readiness instruction, job search, job placement assistance, case management, and follow-up services to WIOA eligible youth within the Swain, Jackson, and Macon County areas. Work requires extensive independence and judgment in working with participants, the community college, and potential employers. The goal is to have Youth participants complete an educational credential and then obtain full-time employment after exit from the program. Work is performed under the general supervision of the Workforce Program and Accountability Manager.

TYPICAL TASKS

- * Conduct outreach and recruitment of Youth.
- * Provide case management services to participants working to obtain a High School Equivalency Diploma or Adult High School Diploma.
- * Determine eligibility and assist participants with enrollment into program services.
- * Monitor performance outcomes.
- * Enter and maintain accurate and up to date information pertaining to case management into NCWorks Online software.
- * Develop, update and evaluates (ISS) Individual Service Strategies for WIOA Youth participants.
- * Develop and maintain contacts with community organizations and educational institutions for the purpose of outreach, recruitment and positive public relations.
- * May present information regarding programs and services to community groups and organizations.
- * Orient Youth to the services and eligibility requirements of the WIOA program.
- * Assist Youth with their career planning and career decision-making process.
- * Provide NCWorks Career Center information to Youth regarding NCWorks Career Center services.
- * Maintain and update WIOA Youth files.

WORKFORCE DEVELOPMENT SPECIALIST

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- * Obtain work experience sites for WIOA participants and monitor participant's job performance.

KNOWLEDGE, SKILLS AND ABILITIES

Ability to establish and maintain effective working relationships with others.

Ability to understand and apply applicable rules, regulations, policies and procedures.

Ability to conduct effective interviews.

Ability to deal with the public in a tactful, courteous and effective manner.

Ability to record, collect, evaluate and analyze data.

Ability to work independently by planning, organizing and coordinating work assignments.

Ability to listen effectively.

Ability to read and understand reports, documents and other written materials.

Ability to utilize problem-solving techniques.

Proficient in use of Microsoft Office software applications.

DESIRABLE EDUCATION AND TRAINING

Qualifications and Requirements:

- * Associate's degree with 1 year previous responsible work experience in workforce development, education, human resources, human services, business (finance, marketing, customer service), or equivalent education and experience. Experience working with Youth programs preferred.
- * Must be proficient in Microsoft Office with ability to perform basic word processing and data entry.
- * Must have excellent verbal and written communication skills, demonstrated customer service skills, and familiarity with the communities being served, with knowledge and understanding of local needs and resources.

PHYSICAL REQUIREMENTS

Work in this class is generally sedentary. Work does require the ability to talk to program participants, see printed materials and a computer screen, and the physical dexterity to operate a motor vehicle and office equipment. Work is required outside of the office so the ability to travel is a requirement of the job.

SPECIAL REQUIREMENTS

Possession of a valid North Carolina driver's license and a satisfactory driving record.

FLSA STATUS

Non-exempt