

**GOODWILL INDUSTRIES – KNOXVILLE, INC.
JOB DESCRIPTION**

WORKFORCE DEVELOPMENT SPECIALIST– JOB # NR 763

DEPARTMENT: Workforce Development

EMPLOYMENT STATUS: Full Time/Non-Exempt/Hourly

REGULAR WORK SCHEDULE: 8:00 a.m. – 4:30 p.m. Monday – Friday; Hours may vary to include evenings and weekends to meet the needs of the program.

GENERAL OVERALL PURPOSE/OBJECTIVE OF POSITION: Responsible for training, monitoring, and following Participants through their Workforce Development program to ensure that they achieve their specific program goals and become ready for employment. Responsible for ensuring that services comply with industry, CARF, and GWIK standards, funder requirements and local, state and federal laws.

SUPERVISION RECEIVED: Moderate: Has clearly defined daily, weekly, monthly and annual objectives and tasks but works under the supervision of the Vice President of Workforce Development on day-to-day activities.

SUPERVISION EXERCISED: none.

WORKFORCE DEVELOPMENT ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Serves as a representative of the Goodwill Industries—Knoxville, Inc. in the community and engages in community outreach and networking activities in order to grow and market the program. Builds effective linkages and positive working relationships with community partners, service providers, employers, and collaborating agencies.
2. Ensures all program goals are being met and that participants enrolled in any service is receiving quality services and supports. Maintains an understanding of the needs of the population being served and stays abreast of community resources, training providers and potential employer partnerships that will assist participants in meeting their individual goals. Identifies individualized strategies that will lead to the successful employment of all participants. Ensures all participants remain active in their program and participate in the process of securing employment to the best of their ability.
3. Recruits program participants by maintaining relationships with DRS Counselors, SNAP E&T Counselors, WIOA Counselors, and other referral entities and works to develop relationships with other possible referral sources including private business.
4. Provides regular and thorough program monitoring and oversight as directed by the VP of Workforce Development through records reviews, reporting processes, staff meetings, direct observation, and other strategies. Completes and submits all required monthly program reports. Reviews reports and program progress regularly and works with VP of Workforce Development to identify and implement changes needed to improve or enhance the program on a regular basis.
5. Utilizes approved screening and assessment tools in order to properly select program participants as required. Ensures that all individuals entering the program meet the minimum established criteria.
6. Completes tasks as assigned that will lead to the success of the program including but not limited to, program participant recruitment, enrollment, assessment, training, goal plan development, employment, retention, and data management.
7. Works to establish trusting relationships with all program participants so that they can be fully supported throughout the program in order to achieve their individual employment goals. This includes but is not limited to conducting individual and group meetings with program participants to keep them engaged throughout the entire program.
8. Ensures all program participant information is kept secure and that all required documentation is maintained according to GWIK standards. Ensures all program participant information is recorded timely and accurately and that all paper files are maintained according to GWIK and funder standards. Keeps the VP of ETR Services informed of unusual and/or crisis situations as they arise.
9. Ensures a minimum of 90% of all program participants complete their goals as established and exit the program positively. Ensure that 80% of those enrolling in Placement services upon completion of training obtain in-field employment and that employment is maintained for a minimum of 90 days.
10. Completes work readiness training activities to prepare participants to enter the workforce. Activities may be conducted individually or in group settings and must meet the requirements established by the referral source.

11. Provides job coaching and job retention services as needed to ensure the successful maintenance of employment. Establishes meaningful partnerships with employers that will assist the development of the employer/employee relationship and provide for the identification of natural supports on the job.
12. Provides education to employers regarding work incentives, the American's with Disabilities Act and the most effective way to work with their new employee.
13. Maintains abreast of labor markets, employment trends and special programs that may impact job search activities. Must be familiar with utilizing Jobs4TN.gov to access labor market data and be familiar with services offered at local career centers that will assist participants in obtaining employment.

ANNUAL PERFORMANCE STANDARDS:

POINTS RANGE	STANDARD
0-65	<p>Program Management: Achieves goals as outlined in established annual goals and objectives. Ensuring all duties are completed on time and without errors.</p> <p style="text-align: center;">Intakes: _____ Positive Closures: _____</p>
0-20	<p>Customer Service: Provides excellent service to all referral sources, Participants, and other community contacts - creating a positive image for the ET&R Department and Goodwill Industries-Knoxville, Inc. Good listening skills and remains calm when confronted.</p>
0-15	<p>Promoting Teamwork: Supports the VP of Workforce Development and GWIK policies when dealing with all staff. Fosters goodwill and motivation with all staff and Participants. Maintains a positive demeanor. Provides support to the department and all other departments as needed and fosters a teamwork environment. Models appropriate workplace behavior at all times.</p>

REQUIRED TECHNICAL SKILLS/ABILITIES: Must be proficient in Word, Excel, and Outlook, with general knowledge of PowerPoint. Must have the ability to use the Internet. Staff working with Microsoft Office application training programs must be experienced with all software applications and related instructional techniques.

REQUIRED LICENSES, CERTIFICATES, REGISTRATIONS: Must have a valid driver's license and be insurable under the Goodwill Liability Insurance Plan. Must pass a criminal background check.

MINIMUM EXPERIENCE REQUIREMENT: 6 months experience working with individuals with disabilities.
One year (1) related experience in workforce development.

MINIMUM EDUCATION REQUIREMENTS: Bachelor Degree plus one (1) year related experience and/or training. Extensive related work experience considered in lieu of degree. Candidate holding a related advanced degree is preferred.

ACCESS TO CONFIDENTIAL INFORMATION: Access to Participant Case files. High access to confidential records.

HANDLE ORGANIZATIONAL FUNDS: May be responsible for handling money at the facility.

LANGUAGE SKILLS REQUIRED: Level 4
Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or government regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from managers, participants, customers, and the general public.

MATHEMATICAL SKILLS REQUIRED: Level 3
Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, and percentages. Ability to compute rate, ratio, and percentages.

REASONING ABILITY REQUIRED: Level 4
Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or schedule form.

PHYSICAL DEMANDS: This is a **SEDENTARY** position (exerts up to 10 lbs. of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Involves sitting most of the time, but may involve walking or standing for brief periods of time).

AMOUNT OF TIME IN JOB

	None	Occasionally	Frequently	Constantly
Standing	___	<u> X </u>	___	___
Walking	___	<u> X </u>	___	___
Sitting	___	<u> X </u>	___	___
Using hands to feel or handle	<u> X </u>	___	___	___
Reaching with hands and arms	<u> X </u>	___	___	___
Climbing or balancing	<u> X </u>	___	___	___
Stooping, kneeling, crouching, or crawling	<u> X </u>	___	___	___
Twisting, bending, and turning	<u> X </u>	___	___	___

SPECIAL VISION REQUIREMENTS: Must have good close vision.

ENVIRONMENTAL CONDITIONS: Traffic conditions.

NOISE LEVEL IN WORK ENVIRONMENT: Moderate.

OTHER SPECIAL REQUIREMENTS: Must be able to pass a DMV and pre-employment security check (when applicable) and comply with the GWIK Drug/Alcohol Free Workplace.

DISCLAIMER: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the staff member but rather to provide a solid foundation for all staff members to become familiar with their assigned position and department. Refusal to perform assigned duties will be considered insubordination and is cause for immediate dismissal.

Revised 11/17; Revised 10/16; Revised 10/15; Initial 5/15