

HAMPTON ROADS WORKFORCE COUNCIL – JOB DESCRIPTION

Job Title:	Veteran Employment Center Career Planner
Reports to:	Veteran Employment Center Coordinator
General Classification:	Operations Pay Band: Career Planner
Employment Status:	Full-time, Non-Exempt
Last Review:	July 1, 2022

GENERAL STATEMENT OF RESPONSIBILITIES

This position serves as the Hampton Roads Workforce Council's (Council) Veteran Employment Center Career Planner and performs professional work providing assessment, career counseling, employability planning, job search assistance, case management and follow-up services for Veterans, Transitioning Service Members and Military Spouses in support of the operation of the Hampton Roads Veteran Employment Center (HRVEC) and employment goals of its customers. Reports to the Veteran Employment Center Coordinator.

ESSENTIAL JOB FUNCTIONS

- Assess customer's employment and training needs through interviews, structured test instruments and other methods.
- Develop and implement employability plans for HRVEC customers.
- Counsel customers regarding job opportunities, training resources and supportive services and facilitate customer access to such. Utilize Workforce Innovation and Opportunity Act (WIOA) and non-WIOA training resources, as applicable and appropriate.
- Determines program eligibility for all assigned customers. Eligibility for services is assessed and documented electronically in VaWC in accordance with federal and state policies.
- Maintains and supports a case load of participants enrolled in career development and/or skills training.
- Conducts local labor market review, research, and analysis as part of a targeted effort to offer training opportunities in areas of high occupational demand.
- Interviews applicants to collect information regarding program suitability, employment needs and job readiness.
- Supports, tracks, monitors and records client's progress throughout their program involvement.
- Coordinates with Eligible Training Provider agencies, as necessary, in support of enrolled WIOA customers.
- Provides follow-up, job retention and job placement counseling services to customers as required to maintain entered employment and job retention rates consistent with annual performance goals, for first three quarters after customer exits.
- Maintains accurate and up-to-date files and supporting documentation for individual employment plans and referral to other service providers.
- Maintains required documentation for individual training accounts, job placement information, and follow-up services.

HAMPTON ROADS WORKFORCE COUNCIL – JOB DESCRIPTION

- Enters all required data in the VaWC system in a timely and accurate manner.
- Tracks, monitors and records customer progress throughout their program involvement.
- Maintains program and customer confidentiality.
- Facilitate HRVEC orientations, hiring events and workshops.
- Identify job opportunities for customers and provide job search assistance.
- Assist the HRVEC Coordinator in the conduct of outreach and recruitment activities, to include information briefings at local military installations.
- Represents organization through professional conduct, appearance, and language.
- Provide case management and post-employment follow-up services for HRVEC customers.
- Maintain customer records, in electronic and physical formats, and provide related reports.
- Perform other related tasks, as required.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the Board of Directors' Vision, Mission and Values.

REQUIRED KNOWLEDGE

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, skill, and/or ability required.

SKILLS AND ABILITIES

- Knowledge of and ability to use correct case management and counseling/career advisor techniques.
- Ability to work effectively with both individuals and groups in assessing service needs and establishing employment goals.
- Ability to work as a team member.
- Ability to deal with a fast-paced business driven work environment in an effective and professional manner.
- Ability to analyze and evaluate procedures and work methods and to exercise appropriate judgment in establishing training/work priorities.
- General knowledge of Workforce Innovation and Opportunity Act (WIOA) of 2014 Legislation, Rules and Regulations.
- General knowledge of personal computers and related peripheral equipment. Comprehensive knowledge of Microsoft Office 2016 or newer.
- Accuracy and effectiveness in entering data in data management systems.
- General knowledge of office systems, practices and administration.
- Ability to function independently.
- Ability to communicate effectively both orally and in writing.
- Ability to read, understand and interpret written materials (especially federal, state, and local policies and regulations pertinent to the administration of the WIOA Program) and oral instruction.

HAMPTON ROADS WORKFORCE COUNCIL – JOB DESCRIPTION

- Ability to complete and write detailed reports and studies which include both narrative and numerical information.
- Ability to establish and maintain effective work relationships and to deal effectively and courteously with the public and businesses.
- Knowledge of Military-to-Civilian Transition, veteran service organizations, military lifestyle, and programs and resources available to the military at local, state, and federal levels.

LANGUAGE SKILLS

- Excellent communications, written and oral, skills.
- Ability to build and sustain relationships, both internally and externally.
- Ability to engage in public roles when interfacing with a wide array of partners.

MATHEMATICAL SKILLS

- Ability to perform basic mathematical equations.

REASONING ABILITY

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to deal with a few abstract and concrete variables, exercising judgment, resourcefulness, ingenuity, and initiative.
- Ability to exercise discretion while managing confidential information.

OTHER SKILLS AND ABILITIES

- Computer Knowledge to include: Microsoft Office programs and social media platforms.
- Strong organizational skills and attention to detail.

EDUCATION AND EXPERIENCE

Requires a bachelor's degree in business administration, public administration, human services, counseling or a related field; and one year of work experience in the provision of workforce development related services in case management environment is preferred. Effective customer service skills to successfully provide services and interact with HRVEC customers and partners; ability to establish and maintain effective working relationships; knowledge of major partner agency programs and allied community resources; excellent written and verbal communication skills; strong organizational and time management skills; and proficiency with industry standard computer software and applications; ability to work with minimal direct supervision; general knowledge of WIOA preferred. Knowledge and understanding of military lifestyle and culture is highly preferred.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and a valid driver's license. Because this position will support regional infrastructure, travel using dependable personal transportation and current auto insurance coverage will be expected. Mileage reimbursement will be provided per agency policy. Certified Workforce Development Professional Certification is required to be obtained within six months of hire and re-certified every three years.

HAMPTON ROADS WORKFORCE COUNCIL – JOB DESCRIPTION

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or workstation.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.

Employee Name: _____ Date: _____

Signature: _____