

HAMPTON ROADS WORKFORCE COUNCIL – JOB DESCRIPTION

Job Title:	Career Development Specialist, Hampton Roads Regional Workforce Training System
Reports to:	Manager, Hampton Roads Regional Workforce Training System
General Classification:	TBD Pay Band: Specialist
Employment Status:	Full- time, Non-Exempt
Last Review:	April 6, 2023

GENERAL STATEMENT OF RESPONSIBILITIES

This position serves as a Career Development Specialist for the Hampton Roads Regional Workforce Training System, powered by the Hampton Roads Workforce Council (HRWC) and is responsible for providing comprehensive case management services to individuals eligible to receive maritime related training and employment services through the Regional Workforce Training System (RWTS). Makes service level determinations; provides personal, academic and employment counseling and assistance. Refers customers to other community providers when appropriate. Assists customers in making informed decisions about job, career, and training opportunities. Refers candidates as appropriate to employment and other opportunities.

Additionally, this position, under the direct supervision of a Hampton Roads Regional Workforce Training System Manager, will assess and determine participant eligibility for other HRWC programs and services and be responsible for issuance and tracking.

This position is currently funded by the Good Jobs Challenge Grant via the US Economic Development Administration (EDA).

ESSENTIAL JOB FUNCTIONS

- Conducts initial assessments to determine participant needs, suitability, and job readiness and develops career and training plans to achieve the participant's career goals.
- Determines program eligibility for all assigned participants. Eligibility for services is assessed and documented electronically and in accordance with federal, state and HRWC policies.
- Counsels' participants on available training and employment opportunities in the maritime industry, to include but not limited to ship repair, ship building, and offshore wind.
- Assists individuals in completing enrollment applications for various HRWC approved programs, provides guidance and support to help them make informed decisions, and educates clients on program benefits, requirements, and deadlines.
- Coordinates with Eligible Training Provider agencies, as necessary, in support of enrolled participants.
- Supports, tracks, monitors, and records client's progress throughout their program involvement.
- Maintains accurate and up-to-date electronic files and supporting documentation for individual employment plans and referral to other service providers.

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- Maintains required documentation for training program enrollment, issuance of supportive services, training completion, employment engagement, job placement, and follow-up services.
- Enters and monitors ongoing participant interactions and tracks progress through the electronic client relations management (CRM) system in accordance with HRWC policy guidance.
- Maintains and supports a case load of participants enrolled in Maritime training.
- Maintains accurate and up-to-date files and supporting documentation for individual training and employment plans, and referral to other service providers.
- Provides weekly performance reports to leadership and communicates challenges affecting outcomes.
- Provides ongoing support and advocacy to clients to ensure access to needed services.
- Maintains program and customer confidentiality.
- Demonstrates proper knowledge and understanding of local maritime industries, to include training requirements, work environments, and job responsibilities.
- Stays up to date on current job market trends, job offers, and compensation practices, and employer needs and expectations to help participants make informed decisions about their career paths.
- Communicates with industry engagement representatives as appropriate to aid in connecting participants to various career opportunities with local Maritime employers.
- Ensures professional representation of the council at all times by demonstrating professional conduct, appearance and language.
- Performs other duties as assigned.

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.

LANGUAGE SKILLS

- Excellent communication skills, both written and verbal;
- Ability to respond effectively to customer inquiries and complaints and other sensitive program related matters;
- Ability to facilitate individual and group information sessions; and
- Ability to effectively present and report required information to both small and large groups as requested.

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MATHEMATICAL SKILLS

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio and percent.

OTHER SKILLS AND ABILITIES

- Ability to understand the vision and values of the Council and to implement the mission, purpose, and goals;
- A high level of self-motivation and energy;
- Willingness to work both independently and with a team;
- Excellent organizational skills with ability to prioritize and multi-task under minimal supervision to exhibit “follow-through” on task and goals;
- Excellent communication skills, both orally and in writing; and
- Ability develop and sustain positive relationships.

EDUCATION AND EXPERIENCE

Requires any combination of education and experience equivalent to an associate degree and/or one year experience in case management, data entry, business development, job placement, recruiting, counseling, or other services. Ability to manage multiple priorities and build strong customer relations. Experience using a computer, and electronic communication in a working environment.

WORK ENVIRONMENT

Work will predominantly be performed from remote locations within your assigned area of operation, with some in-office office hours required. Some evening and weekend hours will be required.

Since the majority of your time will be spent off site at various remote locations, access to both reliable transportation and internet access to perform duties as assigned is essential. Mileage reimbursement will be provided per agency policy and current auto insurance coverage is required.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and a valid driver’s license.

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 standing or sitting at a stationary 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.

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ENVIRONMENTAL EXPOSURES

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

Employee Name: _____ Date: _____

Signature: _____