

HAMPTON ROADS WORKFORCE COUNCIL – JOB DESCRIPTION

Job Title:	Career Planner
Southside Reports to:	Career and Training Services Coordinator
Peninsula Reports to:	Director, Virginia Career Works, Career Services
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 Career Planner for Hampton Roads Workforce Council's (Council) and is responsible for the comprehensive case management of individuals in the Hampton Roads area applying for or receiving services offered through the Individual Referral and Training Account program as funded by the Workforce Innovation and Opportunity Act (Public Law 113-128) of 2014. Makes service level determinations; provides personal, academic and employment counseling and assistance. Refer 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. Position functions as critical element of the Council's case management team. Southside Career Planners report to the Career and Training Services Coordinator and Peninsula Career Planners report to the Director, Virginia Career Works, Career Services.

ESSENTIAL JOB FUNCTIONS

- Provide ongoing outreach and recruitment activities to increase the number of customers coming to the centers.
- Work independently without daily supervision
- Maintains office services by organizing office operations and procedures.
- Assisting job seekers with their Individualized Career Services and Occupational Skills Training needs.
- Performs all associated case management duties of a professional Career Planner and Case Manager.
- 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.
- Conducts program orientation meetings, in individual or group settings, both on and off-site.
- Develops an Individual Service Strategy for each assigned client outlining training needs and program objectives based on information derived from client interviews and assessment results.

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- 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.
- 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.
- Completes monthly report on customer activity. Maintains accurate records of the number of participants that access program services and outcomes.
- Serves as staff liaison and representative to all program applicants and participants, and community agencies.
- Ensures professional representation of Council at all times by demonstrating professional conduct, appearance and language.
- Supports the Business Services Unit as needed.
- Performs other related 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 Director's 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. Occasional travel may be required for business related activities.

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.

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- General knowledge of personal computers and related peripheral equipment. Comprehensive knowledge of Microsoft Office 2016 or newer.
- Accuracy and effectiveness in entering data in MIS system.
- 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.
- Ability to conduct detailed analysis of program issues and concerns and make recommendations as appropriate.
- 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.

LANGUAGE SKILLS

- Ability to facilitate workshops.
- Ability to respond effectively to staffing issues, customer inquiries and complaints and other sensitive program related matters; and
- Ability to effectively present and report both qualitative and quantitative information to both small and large groups, committees, boards, etc.

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.

EDUCATION AND EXPERIENCE

Requires a bachelor's degree in business administration, human services, counseling, or a related field; and two or more years of work experience in the provision of workforce development related service and delivery of case management services preferred; general knowledge of WIOA preferred. Possession of strong customer service skills; 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.

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 credential should be obtained within the first year of employment and maintain certification afterwards.

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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: _____