WIOA Care Coordinator, Full-Time

Workforce Innovation and Opportunity Act

Position Description

**PRIMARY PURPOSE:**

The WIOA Care Coordinator provides comprehensive support services and information resources that enable program participants to take an active responsibility for their career decision making and job search. The responsibilities may include but are not limited to; assist program participants actively equip themselves with positive decision making skills for current and future career planning. NWICDC’s WIOA Care Coordinator will facilitate the enhancement of the program participants’ self-awareness skills; their ability to acknowledge professional strengths and weaknesses. The participants will gain an understanding how to positively and professionally self-manage when professional skills are inadequate. WIOA program participants will learn to discern professional critique as a tool for growth rather than an insult and how to react in a professional and positive manner.

The Care Coordinator(s) will provide skills to self-assess, to understand the participants’ interests, career goals and current skills. They will learn how to appropriately promote these and their strengths to the interviewer and the relevance of the necessity.

NWICDC’s workforce development staff is responsible for cultivating, promoting and sustaining relationships with community employers; whether they are employment organizations or local businesses and if they are currently hiring or not.

**DUTIES AND RESPONSIBILITIES**:

* Collaborate with the Anokiiwin team to identify, define, and meet member education/career planning goals and placement needs.
* Provide individual and group education and career direction services for program participants.
* Develop and direct programs designed to educate participants with necessary job search skills and employment preparation strategies.
* Maintain internet applications and databases that support the delivery of services to program participants.
* Manage grant work plan(s) as assigned and reporting per grant requirement(s).
* Support and sustain a thorough care coordination process and maintain accurate member files with timely, ongoing participant documentation per grant and NWICDC requirement(s).
* Maintain a clean and positive work environment, keeping an inventory of all program equipment and supplies, ensuring they are in good working condition.  Control equipment, service and software expenditures against grant budget(s).
* Manage administrative systems by registering new participants into the required database(s) and participate in the intake and orientation processes.
* Supervise the acquisition, maintenance, and dissemination of information regarding career fields, employment opportunities, and specific employers for full-time, part-time, internship and work-study opportunities.
* Attend meetings as needed/required.
* Represent NWICDC to various agencies including funders, partners, employers, and/or the general public..
* Ensure quality improvement by monitoring and evaluating program achievements against target goals, recommending modifications that respond to program participant needs and interests.
* Manage assigned volunteers; providing ongoing feedback; assist in identifying and supporting development opportunities.
* May participate in special events, supervise and implement other program areas.
* Must pass State of Minnesota Data Privacy Training prior to accessing any member files or data bases. Renew yearly and forward passing documentation to HR.
* All other duties as assigned.

**SKILLS/KNOWLEDGE REQUIRED:**

* College degree or equivalent experience in human service related field.
* Minimum of three years’ experience in or related to career planning and employment services; including direct career counseling .
* Experience in career development strategies for members with various education levels.
* Minimum of one year of experience in information management systems.
* Demonstration of an understanding, appreciation and awareness of the cultural, social and economic diversity within the community being served.
* Ability to interact positively with the general public.
* Ability to plan and implement quality, sustainable programs.
* Have strong communication skills (writing, listening, and speaking).
* Be consistent, dependable, punctual, enthusiastic and flexible.
* Understand and appropriate usage of current educational practices in career counseling.
* Ability to work cooperatively as part of a team demonstrating consideration and professionalism.
* Ability to organize detailed activities and coordinate groups of people.
* Ability to work independently and follow-through on assigned tasks.
* Ability to problem-solve, make decisions, and manage conflict,

**Physical Requirements:**

* Walk short distances.
* Sit or stand for extended periods of time.
* Use hands and fingers to type and/or write for extended periods of time
* Occasionally lift up to 20 pounds.

# **DISCLAIMER:**

*The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, or to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications and objectives required of employees assigned to this position nor is it to be considered an offer of employment.*

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Name Printed Date

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Employee Signature Date

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Supervisor Date

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Executive Director Date

(Revised\_08/19/2021\_jmk)