



Charlotte Area Fund, INC. POSITION DESCRIPTION

POSITION TITLE: Workforce Development Coordinator

FLSA STATUS: Nonexempt
PROGRAM:
REPORTS TO: Director of Programs

POSITION GRADE: NEG17
LOCATION:

SUMMARY

The Workforce Development Coordinator provides a variety of individual services such as job development, training, testing, and case management, designed to enable individuals with significant and multiple employment barriers to find appropriate employment.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Primary Duties

- Recruits and enrolls clients in appropriate activities per the Self-Sufficiency (SS) work program.
- Refers clients to other service agencies and to other CAF programs as appropriate.
- Follows up on referrals to other agencies and acts as advocate for clients in obtaining needed services.
- Refers clients to other activities as outlined in the work program and as needed by individual clients.
- Refers clients to appropriate job opportunities for employment placement, follows up for placement and advancement data at intervals as set by the SS work program.
- Verifies job search activities.
- Prepares and submits timely paperwork for payment to client regarding job search stipends.
- Provides appropriate clothing, tools, transportation, and other supportive services as needed by clients for job search and work requirements within budget limitations per the agency's procedures.
- Develops and coordinates activities for Apprenticeship and Internship Trainings that consist of:
 - Overseeing development and recruitment of training vendors/sites based on clients' needs, labor market trends, and employment strategies.
 - Overseeing preparation, submission, and receipt of documents; i.e. contracts, curriculums, etc. to and from training service providers/vendors per agency procedures.
 - Coordinating client selection (based on eligibility requirements per agency and vendor), registration, and preparation of documents for internal and external approval.
 - Conducting site visits at apprenticeship and internship training vendors to monitor client's progress as well as collect the time and attendance records while the client is enrolled in training activity.
 - Maintaining contact with the clients to determine the effectiveness of the training as well as to inquire about absences or any other issues that may impact the completion of training and employment opportunities.
 - Providing transportation allowances, pre-requisite fees (background check, drug screening, etc.), and other support services as needed for the successful completion of the training activity, per agency procedures.
 - Assisting, as needed, with additional instructions or tutoring and coordinating volunteers to assist with this effort.

- Initiates stipend payments for clients as well as payments to vendors by completing and submitting required paperwork per agency procedures.
- Maintains complete and accurate records on clients' activities per agency procedures.
- Provides the Programs Director with appropriate statistics and reports for the completion of classes weekly, monthly, quarterly, and annually.
- Ensures accurate and timely data entry relevant to clients' records in approved computer systems.
- Provides on-going individualized employment counseling and training to enhance the client's employability skills.
- Attends staff meetings and training sessions provided for both program and general purposes.
- Performs other duties related to the position as delegated and assigned by the Director of Programs.

SUPERVISORY RESPONSIBILITIES

None

KNOWLEDGE, SKILLS, AND ABILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. In addition, individual must demonstrate the following:

- Knowledge of workforce development programs, services, techniques, and performance.
- Knowledge of community resources, social services, and assistance programs.
- Ability to communicate with diverse populations effectively, both verbally and in writing.
- Ability to read, analyze, and interpret common documents, and legal documents.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- A creative and strategic thinker.
- Collaborative self-starter.
- Display a high degree of initiative, maturity, integrity, loyalty, accountability, creativity, and good judgment; excellence in professionalism with the ability to maintain strict confidentiality.
- Ability to work effectively independently and as part of a team.
- Excellent organizational and time management skills, and attention to detail.
- Strong interpersonal skills focusing on building rapport and maintaining professional relationships.
- Proficient computer skills and in-depth knowledge of relevant software and general database management systems (MS Office Suite to include 365, PowerPoint, Excel, etc.).
- Strong ability to handle multiple issues and projects in a matrix team approach, requiring significant consultation and collaboration with staff and key stakeholders.

EDUCATION and/or EXPERIENCE

Bachelor's degree in human services, social work, or a related field is required; a minimum of three (3) years of experience in case management, human services or training, or a similar role, preferably within a nonprofit or human service setting; or equivalent combination of education and experience.

CERTIFICATES, LICENSES, REGISTRATIONS

Incumbent must have a valid driver's license.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to use hands to finger, handle, or feel. The employee is occasionally required to stand, walk, and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

SPECIFICATION

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 job.