



Albany Park Community Center

Position Description

POSITION TITLE: Supportive Service Specialist
SUPERVISOR'S TITLE: Director of Workforce Development
DEPARTMENT: Workforce Development Program
WORK DAYS: Monday – Friday
REPORTS TO: Director of Workforce Development
DIVISION: Adult and Community Programs
STATUS: Full Time Part Time

POSITION PURPOSE:

Provide supportive services assistance and referral to job seekers in order to promote high and steady levels of employment and a viable commercial and industrial area.

ESSENTIAL FUNCTIONS:

1. Coordinate and deliver information to job seekers regarding local social service in assistance.
2. Issue WIA supportive services. Track issued services and reconcile supportive services books. Ensure proper and timely spending of supportive money according to contract requirements.
3. Counsel, educate, and empower APCC/Workforce Development clients to identify and implement their personal and professional goals.
4. Contact and coordinate services with other non-employment services(i.e., Child care, Housing, Food Pantry, Education, etc) to assist customers in gaining access to these services as needed.
5. Provide direct services to Workforce Development customers seeking employment through use of resource room.
6. Work directly with Veterans and provide informational assistance to resources for employment, including understanding veterans' benefits, and veterans services as provided through the Veteran Administration.
7. Guide WIA/CDBG/United Way and universal customers engaged in self-directed employment search
8. Maintain database of registered WIA/CDBG job seekers. Maintain customers' files as required by funders' guidelines
9. Responsible for intake and registry of WIA/CDBG/United Way customers. Collect all necessary documentation to determine eligibility in a timely manner.
10. Monitor customers' progress and refer clients to supportive services offered by APCC, city county and state agencies public and private.
11. Conduct individual and group counseling sessions to help clarify life/career goals
12. Obtain placement and follow-up documentation in a timely manner and according to funders' guidelines and deadlines.

ADDITIONAL RESPONSIBILITIES:

- Conduct WD orientation and job search skills classes
- Participate in planning, training and evaluation sessions scheduled by MOWD and APCC to ensure coordination and continuous improvement
- Monitor and maintain resource room and equipment.
- Continue professional education through attendance at seminars, workshops, conferences, etc.
- Willingly assumes other duties and responsibilities as may be required or assigned.

SUPERVISORY RESPONSIBILITIES:

- May train, assign duties to, and supervise volunteers, interns and newer staff when assigned by Program director.

KNOWLEDGE/SKILLS/ABILITIES:

- Excellent oral and written communication skills (in English) are required.
- Good presentation skills and public speaking.
- Computer skills in: MS Office
- Knowledge of interviewing, resume writing, and cover letter standards.
- Ability to relate well to job seeker, understand their needs and set goals to achieve employment.
- Ability to proactively approach case management and job development with a strong sense of urgency and willingness to meet established deadlines.
- Ability to multitask, set priorities and meet deadlines.

EDUCATION/TRAINING/EXPERIENCE:

- Bachelor's degree required.
- Two years successful employment experience in human resources, social service, sales, business, economics or a similar setting. (Five or more years' related work experience preferred.)
- Veterans strongly encouraged to apply

PERSONALITY CHARACTERISTICS:

- Strong work ethic
- Professional demeanor and look
- Outgoing and friendly personality
- Strong team player

PHYSICAL DEMANDS:

- Required standing/sitting for extended periods of time
- Required to work in front of the computer for long hours
- Ability to lift up to 20 pounds

*The physical movements or activities 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.