

**GOODWILL INDUSTRIES – KNOXVILLE, INC.
JOB DESCRIPTION**

GOOD JOBS, GREAT CAREERS PROGRAM COORDINATOR– JOB # ER 778

DEPARTMENT: Workforce Development

EMPLOYMENT STATUS: Full Time/Exempt/Salary

REGULAR WORK SCHEDULE: 8:00 a.m. – 4:30 p.m. Monday – Friday; Hours may vary to include evenings and weekends to meet the needs of the program.

GENERAL OVERALL PURPOSE/OBJECTIVE OF POSITION: Provides direct oversight of the Good Jobs, Great Careers program ensuring that services comply with accepted standards and funder requirements and that established goals and objectives are reached. Responsible for supervision of the Career and Technical Advisor to ensure that services comply with grant funder policies and procedures and Goodwill policies and procedures. Responsible for coordinating efforts between Goodwill Industries—Knoxville, Inc. and UT Extension for the provision of services under this grant.

SUPERVISION RECEIVED: Minimal: Has clearly defined daily, weekly, monthly and annual objectives and tasks. Works closely with Vice President of Workforce Development on day-to-day activities.

SUPERVISION EXERCISED: Supervises staff and program participants.

GOOD JOBS, GREAT CAREERS PROGRAM COORDINATOR ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Serves as the representative of Good Jobs, Great Careers and Goodwill Industries—Knoxville, Inc. in the community and engages in community outreach, resource development and networking activities in order to develop and implement the program.
2. Builds effective linkages and positive working relationships with community partners, service providers, employers, and collaborating agencies to ensure all three strategies as outlined in the proposal (Employer Engagement, Career Counseling, & Specific Vocational Preparation).
3. Markets the Good Jobs, Great Careers program to service sector employers in order to meet the employer engagement strategy as outlined in the grant proposal.
4. Maintains regular communication with all employers to gather feedback regarding how to develop, implement, improve, and replicate the program.
5. Works with employers, including Goodwill Industries to identify training objectives unique to that employer and works with that employer to create a curriculum using a variety of training platforms.
6. Creates and utilizes approved screening and assessment tools in order to properly select program participants.
7. Ensures the program goals established by the grant in all three strategies are being met through careful tracking, monitoring and revision of strategies as needed.
8. Monitors the budget and expenditures carefully to ensure funds are being spent as outlined in the grant proposal.
9. Provides regular and thorough program monitoring and oversight as directed by the VP of Workforce Development through records reviews, reporting processes, staff meetings, direct observation and other strategies.
10. Ensures the Career and Technical Advisor is working on clearly identified tasks that will lead to the success of the program including but not limited to, program participant recruitment, enrollment, assessment, training, plan development, employment, retention, and data management.
11. Works to establish trusting relationships with all program participants so that they can be fully supported throughout the program in order to achieve their individual employment goals.
12. Ensures all program participant information is entered into data tracking systems timely and accurately and that all paper files are maintained according to GWIK standards.
13. Oversees and manages relationships with partner organizations, including UT Extension and their assigned agents and ensure their interactions with the program participants are appropriate, effective and in compliance with all applicable policies, procedures and legal requirements.
14. Works with other members of the Workforce Development Team, specifically those assigned to GoodTech to maximize the potential of students enrolling in Goodwill's in-house vocational training programs.
15. Recruits program participants via incumbent workers in the service sector, via Goodwill and through external referrals from partnering agencies/walk-ins.
16. Keeps the VP of Workforce Development informed of unusual and/or crisis situations as they arise.

17. Completes and submits all required monthly program reports. Reviews reports and program progress regularly and works with VP of Workforce Development to identify and implement changes needed to improve or enhance the program on a regular basis.
18. Establishes a Business Advisory Committee that will serve to assist the program in meeting established goals and objectives and developing a plan for sustainability after the conclusion of the grant. Conducts at least two meetings per year.
19. Attends all required meetings, trainings and webinars as required by the grant, specifically those required by the participation in the Hope Street Group's Retail Opportunity Network.

**ANNUAL PERFORMANCE STANDARDS:
POINTS RANGE STANDARD**

0-65	<p>Program Coordination: Achieves goals as outlined in the grant. Ensuring all duties are completed on time and without errors. Supervises the Career and Technical Advisor and UT Extension agent to ensure goals of the program are met.</p> <p>Output 1: Serve 480 participants in one of the three targeted strategies. 300 to be served in the on-site incumbent worker training, 125 in Career Counseling/Placement, and 55 in Specific Vocational Preparation.</p> <p>Output 2: Program Completions: 90% (270) in Incumbent Worker Training, 70% (88) in Career Counseling, and 90% (50) in Specific Vocational Preparation.</p> <p>Output 3: Achieve a 64% placement rate for all those that complete the program through 162 Advancements, 144 Career Change Placements.</p> <p>Output 4: Assist 90% (275) of those placements to reach 30 days of employment with an increase in earnings</p> <p>Output 5: Assist 50% (153) of those to reach 180 days of employment.</p> <p>Outcome 1: Documented and demonstrated skills gain for all those completing training in one of the three strategies.</p> <p>Outcome 2: Quantifiable changes in quality of life for those obtaining employment.</p> <p>Outcome 3: Demonstrated increase in self-advocacy and self-direction skills for those completing the program as it relates to stability in employment and career advancement opportunities.</p> <p>Outcome 4: Employers express an increase in skill level among incumbent workers and subsequently an increase in the number of incumbent workers that have the skills needed to advance.</p> <p>Outcome 5: Employers indicate a reduced turnover rate for those advancing due to training or those entering their workforce after completion of career counseling or specific vocational preparation.</p>
0-20	<p>Customer Service: Provides excellent service to all referral sources, participants, and other community contacts - creating a positive image for the Workforce Development Department and Goodwill Industries-Knoxville, Inc. Good listening skills and remains calm when confronted.</p>
0-15	<p>Promoting Teamwork: Supports the VP of Workforce Development and GWIK policies when dealing with all staff. Fosters goodwill and motivation with all staff and participants. Maintains a positive demeanor. Provides support to the WFD department and all other departments as needed and fosters a teamwork environment. Ensures all staff are adhering to GWIK Policies and Procedures.</p>

REQUIRED TECHNICAL SKILLS/ABILITIES:

Must be proficient in Word, Excel, and Outlook, with general knowledge of Access and PowerPoint. Must have the ability to use the Internet. Staff working with Microsoft Office application training programs must be experienced with all software applications and related instructional techniques.

REQUIRED LICENSES, CERTIFICATES, REGISTRATIONS:

Must have a valid driver's license and be insurable under the Goodwill Liability Insurance Plan. Must pass a criminal background check.

MINIMUM EXPERIENCE REQUIREMENT:

Three (3) years related experience and/or training adults and/or managing grant programs.

MINIMUM EDUCATION REQUIREMENTS:

Bachelor Degree plus three (3) years related experience and/or training. Extensive related work experience in service sector considered in lieu of degree. Candidate holding a related advanced degree is preferred.

ACCESS TO CONFIDENTIAL INFORMATION: Access to Participant Case files. High access to confidential records.

HANDLE ORGANIZATIONAL FUNDS: May be responsible for handling money at the facility.

LANGUAGE SKILLS REQUIRED: Level 4

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or government regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from managers, participants, customers, and the general public.

MATHEMATICAL SKILLS REQUIRED: Level 3

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, and percentages. Ability to compute rate, ratio, and percentages.

REASONING ABILITY REQUIRED: Level 4

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or schedule form.

PHYSICAL DEMANDS: This is a **SEDENTARY** position (exerts up to 10 lbs. of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Involves sitting most of the time, but may involve walking or standing for brief periods of time).

AMOUNT OF TIME IN JOB

	None	Occasionally	Frequently	Constantly
Standing	___	<u> X </u>	___	___
Walking	___	<u> X </u>	___	___
Sitting	___	<u> X </u>	___	___
Using hands to feel or handle	<u> X </u>	___	___	___
Reaching with hands and arms	<u> X </u>	___	___	___
Climbing or balancing	<u> X </u>	___	___	___
Stooping, kneeling, crouching, or crawling	<u> X </u>	___	___	___
Twisting, bending, and turning	<u> X </u>	___	___	___

SPECIAL VISION REQUIREMENTS: Must have good close vision.

ENVIRONMENTAL CONDITIONS: Traffic conditions.

NOISE LEVEL IN WORK ENVIRONMENT: Moderate.

OTHER SPECIAL REQUIREMENTS: Must be able to pass a DMV and pre-employment security check (when applicable) and comply with the GWIK Drug/Alcohol Free Workplace.

DISCLAIMER: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the staff member but rather to provide a solid foundation for all staff members to become familiar with their assigned position and department. Refusal to perform assigned duties will be considered insubordination and is cause for immediate dismissal.