

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

**WORKFORCE DEVELOPMENT SPECIALIST– JOB # NR 763**

**DEPARTMENT:** Workforce Development

**EMPLOYMENT STATUS:** Full Time/Non-Exempt/Hourly

**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:** Responsible for training, monitoring, and following participants through their Workforce Development program to ensure that they achieve their specific program goals and become ready for employment. Responsible for ensuring that services comply with industry, CARF, and GWIK standards, funder requirements and local, state and federal laws.

**SUPERVISION RECEIVED:** Moderate: Has clearly defined daily, weekly, monthly and annual objectives and tasks but works under the supervision of the Vice President of Workforce Development on day-to-day activities.

**SUPERVISION EXERCISED:** none.

**WORKFORCE DEVELOPMENT ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. **Serves as a representative of Goodwill Industries—Knoxville, Inc. in the community and engages in community outreach and networking activities in order to grow and market the program. Builds effective linkages and positive working relationships with community partners, service providers, employers, and collaborating agencies.**

*Proficiency Benchmark: Understands and memorizes Goodwill's mission and programs provided. Is able to accurately describe the referral process for programs under their responsibility and is able to direct individuals to the appropriate staff member for programs outside of their responsibility. Can demonstrate professionalism through the use of correct terminology and representation of Goodwill. Training tools: Workforce Development and Participant Manuals, Brochures, website, new hire training through UT CLEE, & monthly in-service meetings.*

2. **Ensures all program goals are being met and that participants enrolled in any program is receiving quality services and supports. Identifies individualized strategies that will lead to successful program completion and employment of all participants. Ensures all participants remain active in their program and participate in the process of securing employment to the best of their ability.**

*Proficiency Benchmark: Is able to verbalize the purpose of the programs for which they are responsible. Is able to work with participants to formulate and write well-written goals on Individual Career and Financial Plans (ICFP) or Transition Plans. Understands the process for referral to the program, entrance criteria, including paperwork that is associated with entrance, program progression including the linkage between the referral paperwork and the ICFP or Transition Plan, if applicable, or and the monthly report. Demonstrates the understanding of the importance of congruency between the ICFP/Transition Plans, monthly reports and case notes. Utilizes correct grammar and spelling with all documents. Adequately communicates goal development and progress to participant and referral source on a regular basis. Training tools: Workforce Development and Participant Manuals, DRS CRP Service Guide, The Goodwill Flow, the CARF Manual.*

3. **Recruits program participants by maintaining relationships with DRS Counselors, SNAP E&T Counselors, WIOA Counselors, local School Systems and other referral entities and works to develop relationships with other possible referral sources including private business.**

*Proficiency Benchmark: Identifies referral sources by name and company. Understands the difference between who qualifies for DRS, SNAP E&T, WIOA, School Transition Programs, and the VA Vocational Rehabilitation. Is able to compose a professional business email and understands the importance of copying supervisors on all items that are outside of day-to-day communication. Develops a relationship with referral sources by inviting them to monthly staffing meetings, to visit the facility, and by engaging with them at their place of business. Works with other members of the team to identify opportunities for presentations to referral sources about Goodwill programs. Demonstrates the ability to effectively communicate with employers to identify employment opportunities for program participants. Training Tools: The Goodwill Flow, Fee Structures, experienced staff.*

4. **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. 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.**

*Proficiency Benchmark: Is able to correctly complete an exit summary and associated paperwork. Is able to properly assemble a case folder for intake and prepare for program exit. Is able to identify the paperwork that must be submitted at*

intake, closure and at intervals throughout the program and why. Is able to demonstrate the ability to be proactive when there are issues with a program participant. Is able to complete corrections to case folders independently. Is able to submit monthly billing documents on time and without errors. Attends and participates in staff meetings and in-service training. Training Tool: Workforce Development Manual, DRS CRP Service Guide, Case folder Review Checklist.

- 5. Utilizes approved screening and assessment tools in order to properly select program participants as required. Ensures that all individuals entering the program meet the minimum established criteria.**

*Proficiency Benchmark: Is able to verbalize the entrance criteria for programs under their responsibility. Understands the entrance assessment tools and how to administer them if applicable. Understands the process for program denial and who is responsible and the process for entrance if there is a waiting list. Training Tool: Workforce Development and Participant Manuals.*

- 6. Completes tasks as assigned that will lead to the success of the program including but not limited to, program participant recruitment, enrollment, assessment, training, goal plan development, employment, retention, and data management.**

*Proficiency Benchmark: Is able to respond timely and appropriately to all requests from the VP. Is familiar with and understands the Goals and Objectives for the department and the action steps expected that will lead to successful outcomes for the participants and the department. Demonstrates the ability to ask questions, implement personal organizational systems, and track participant progress according to referral source and Goodwill guidelines.*

- 7. 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. This includes but is not limited to conducting individual and group meetings with program participants to keep them engaged throughout the entire program.**

*Proficiency Benchmark: Demonstrates the ability to effectively communicate with a wide variety of participants. Takes the initiative to research and review information on disabilities that are less familiar or require specialized communication techniques. Understands the importance of providing meaningful in-services, guest speakers and other ancillary supports necessary to promote growth and development that will lead to community-based employment. Demonstrates the ability to clearly and effectively communicate goals and goal progress. Training tools: Workforce Development Manual, In-service Training Calendar, Meeting Minutes.*

- 8. Ensures all program participant information is kept secure and that all required documentation is maintained according to GWIK standards. Ensures all program participant information is recorded timely and accurately and that all paper files are maintained according to GWIK and funder standards. Keeps the VP of Workforce Development informed of unusual and/or crisis situations as they arise.**

*Proficiency Benchmark: Demonstrates the proper handling of participant information to include signing out case folders, returning all case folders to secure file rooms at the end of each day. Following all electronics policies as outlined by Goodwill, referral sources and CARF, including not using personal emails and not saving participant documents to computers. Maintaining electronic case files on the server. Completes participant documentation as outlined by Goodwill and funding sources. Does not release information about participants to anyone without written permission from the participant. Understands the purpose of and how to complete a Release of Information form and who and when information can be released. Training tools: Workforce Development, Technology and Participant Manuals. CARF manuals, specific referral source guidelines.*

- 9. Ensures a minimum of 90% of all program participants complete their goals as established and exit the program positively. Ensure that 80% of those enrolling in Placement services upon completion of training obtain in-field employment and that employment is maintained for a minimum of 90 days.**

*Proficiency Benchmark: Can verbalize program goals for all programs for which they are responsible. Can verbalize what constitutes a successful exit. Can identify the employment goal of the participant by understanding the referral paperwork. Demonstrates and understanding of the steps to follow when a placement occurs outside of the identified employment goal. Can demonstrate the ability to effectively market participants to employers following all disclosure preferences identified by the participant. Training tools: Departmental Goals and Objectives, DRS CRP Service Guide, Grant guidelines when applicable, experienced staff.*

- 10. Completes work readiness training activities to prepare participants to enter the workforce. Activities may be conducted individually or in group settings and must meet the requirements established by the referral source.**

*Proficiency Benchmark: Can demonstrate the ability to develop a training class for participants that is relevant and age appropriate. Can demonstrate the techniques needed to effectively lead a group. Is able to demonstrate the ability to link training being offered to established guidelines from the referral source or grant. Training tools: DRS CRP Service Guide, Keys to Success, independent research, experienced staff.*

- 11. Provides job coaching and job retention services as needed to ensure the successful maintenance of employment. Establishes meaningful partnerships with employers that will assist the development of the employer/employee relationship and provide for the identification of natural supports on the job.**

*Proficiency Benchmark: Can verbalize an understanding of when job coaching would be appropriate, including when it occurs outside of the traditional work day. Can describe the Information Consent form and understands the importance of adhering to*

this when working with participants in the community. Is able to demonstrate an understanding of age-appropriate job coaching techniques and tools that may be used for a variety of individuals. Demonstrates an understanding of the importance of communicating effectively with the participant and employers as appropriate throughout the employment process and asking prompting questions when gathering information. Demonstrates the importance of seeking assistance from the VP or other experienced staff when identifying potential job coaching tools and techniques.

- 12. Provides education to employers regarding work incentives, the American's with Disabilities Act and the most effective way to work with their new employee.**

*Proficiency Benchmark: Is able to present information about the ADA and other work incentives as appropriate to the population being served to the VP to demonstrate an understanding of how these tools can and should be used. Is able to verbalize and understanding of how to request an accommodation and how the ADA and Equal Employment Opportunity Commission (EEOC) work together. Demonstrates an understanding of the importance of meeting the essential functions of the job and adding value to the employer. Training Tools: Workforce Development Manual, What Employer's Want, the ADA and EEOC websites, The Office of Disability and Employment Policy (ODEP), The 411 on Disability Disclosure, new hire training provided by UT-CLEE, and the Beyond the Record Toolkit.*

- 13. Maintains abreast of labor markets, employment trends and special programs that may impact job search activities. Must be familiar with utilizing Jobs4TN.gov to access labor market data and be familiar with services offered at local career centers that will assist participants in obtaining employment.**

*Proficiency Benchmark: Is able to demonstrate how to utilize Jobs4TN.gov, social media, job search engines, and Bureau of Labor Statistics (BLS), and demonstrates an awareness of how to access the American Job Center calendars and services. Training Tools: VP and other experienced staff.*

#### ANNUAL PERFORMANCE STANDARDS:

POINTS RANGE	STANDARD
0-65	<p><b>Program Management: Achieves goals as outlined in established annual goals and objectives. Ensuring all duties are completed on time and without errors.</b></p> <p>Intakes: _____ Positive Closures: _____</p>
0-20	<p><b>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.</b></p>
0-15	<p><b>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 department and all other departments as needed and fosters a teamwork environment. Models appropriate workplace behavior at all times.</b></p>

#### REQUIRED TECHNICAL SKILLS/ABILITIES:

Must be proficient in Microsoft Office 365. Must be proficient in conducting meetings and instruction using virtual platforms. Prior experience with Google Applied Digital Skills preferred.

**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. Must be willing to become CPR/FA certified.

#### MINIMUM EXPERIENCE REQUIREMENT:

6 months experience working with individuals with disabilities.

One year (1) related experience in workforce development.

#### MINIMUM EDUCATION REQUIREMENTS:

Bachelor Degree plus one (1) year related experience and/or training. Extensive related work experience 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>	___	___	___

**OTHER SPECIAL REQUIREMENTS:** Must comply with the GVIK 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.

Revised 12/22; Reviewed 10/22; Revised 10/21; Revised 11/20; Reviewed 10/19; Revised 10/18; Revised 11/17; Revised 10/16; Revised 10/15; Initial 5/15