



POSITION DESCRIPTION

Position: **Direct Services - Employment Skills Developer** Status: Non-exempt
Program: Community Corrections (SRP) Date Prepared: 01/2015
Reports to: Program Manager

POSITION SUMMARY: Under general supervision, the Employment Skills Developer will assist clients looking to improve their ability to be hired and maintain a strong working skill set. Objectives include supportive interaction with program participants and team members, assessment of participant's educational and employment needs, supporting the safety and the integrity of all clients, and performance of all work duties as required.

OBJECTIVES/ACTIVITIES:

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
 - 1. Provide records and services in compliance with Volunteers of America policies, regulatory and funding sources.
 - 2. Maintain positive relationships with program residents, Volunteers of America staff and all community service agencies.
 - 3. Maintain employment binder with up to date progress on each participant. File all final employment related documents in the employment section of the case management file.
 - 4. Determine client's employment-related abilities, interests, strengths, preferences, type of work performed in the military, education level disabilities, social/family history and barriers to employment.
 - 5. Work with Direct Services – Caseworker to identify services critical to supporting employability such as but not limited to housing, mental health and/or substance abuse treatment, clothing, legal assistance, transportation, and linkage with mainstream benefits.
 - 6. Provide training on interviewing skills, resume services, and reference building.
 - 7. Teach job-related life skills including conducting a job search, interviewing tips, application completion, dress-for-success, and resume preparation.
 - 8. Create and manage a job posting resource site for residents.
 - 9. Maintain records of all services rendered.
 - 10. Perform other related duties as assigned by Program Manager.

- B. Responsible for assistance with client development.
 - 1. Assure orientation of new residents upon arrival.
 - 2. Responsible to provide individual assistance and counseling to each client regarding their individual academic, vocational and employment skills and goals.
 - 3. Monitor client progress and make appropriate recommendations to team, client and supervising law enforcement agency representatives when progress is substandard.
 - 4. Liaison between clients and community service agencies to meet client needs.
 - 5. Maintain a list of all available community services and providers.
 - 6. Assure a safe, non-judgmental environment for the clients.
 - 7. Maintain positive, professional, relationships with clients and staff.
 - 8. Participate in agency and outside training sessions.

- C. Record keeping and communication.
 - 1. Maintain files on each participant which will include psycho-social information, short and long term plans to maintain and improve self-sufficiency. Document progress and assistance in removing obstacles to set goals. Provide routine documentation of coordination and follow-up of all areas.
 - 2. Provide records and services in compliance with agency policies, regulatory and funding source requirements.
 - 3. Maintain daily, clear and thorough communication with the Program Manager on all areas of responsibility listed in this job description.

- D. Responsible for all areas of daily program maintenance in compliance with company policies.
 - 1. Document and report all client concerns and/or infractions that can impact the program security.
 - 2. Secure approval for exceptions to standard policy.
 - 3. Notify management of potential workflow problems and resource needs necessary to attain performance standards.
 - 4. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
 - 5. Provide emergency shift coverage as needed.
 - 6. Perform reasonably related duties as assigned by the Manager.
 - 7. Participate in staff meetings, resident house meetings and training sessions, actively participating in monthly case conferences of all residents.

- E. Responsible for training and development of new staff.
 - 1. Assist in department orientation and training for new employees as requested to assure quality work outcomes.
 - 2. Identify appropriate ongoing training for both new and existing staff and report needs to management.
 - 3. Serve as part of the program development team by providing information and support for the development of quality operations.
 - 4. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for clients and all personnel.

- F. Responsible for self-development.
 - 1. Continually learn and enhance technical and interpersonal skills.
 - 2. Attend staff meetings/assigned training seminars and complete required certifications, i.e. CPR, First Aid, etc.

EQUIVALENT EDUCATION AND EXPERIENCE:

A bachelor's degree and three years experience serving the employment needs of clients is required. Experience with the reentry population is preferred. The Employment Skills Developer should have experience and a working knowledge of 'soft' employment skills including, training, interviewing techniques, and job retention. This position requires demonstrated ability in record keeping, good written and verbal communication skills, and knowledge of problems unique to the criminal justice involved population. CPR and First Aid certification are required as well as a clear T.B. test annually. A valid California Drivers License with a good driving record is necessary. Must have the flexibility to work irregular hours. Must have the willingness to function as a team member with the ability to make skillful independent decisions.

SPECIFIC SKILLS REQUIRED:

Excellent oral and written communication skills
Ability to assist and motivate other people
Organizational skills
Analytical and decision making ability
Statistical and mathematical skills
Computer Skills

PHYSICAL REQUIREMENTS

Lift and move up to 10 pounds
Stand, walk and sit frequently
Bend and stoop occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are performed independently with guidance and direction from the Program Manager. Must be able to work independently toward attainment of operational goals and contract compliance.

SUPERVISION EXERCISED:

Assigned volunteers

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with county/state/city and business entities, clients, and all levels of support staff. The Direct Service – Employment Skills Developer is responsible for promoting company image and providing advice on company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

FINANCIAL RESPONSIBILITY:

Substantial financial loss through loss of business contracts is possible; thus all expenditures must be approved by the Program Manager.

NUMBER OF EMPLOYEES

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This job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Signature _____ Date Signed: _____