

## **CobbWorks Job Description**

**Job Title:** Career and Training Advisor-Youth CTA  
**Reports To:** Youth Services Program Manager  
**FLSA Status:** Exempt

### **Summary**

Works with individuals to determine career goals, develop training and career development plans; determines and documents eligibility for services; conducts group workshops and training sessions; manages special projects and initiatives; manages community partnership efforts and provider relations; works with businesses to determine workforce needs and create solutions to address those needs; facilitates placement of individual customers in jobs; manages and monitor assigned contracts and vendor relationships.

### **Essential Duties and Responsibilities**

1. **Provides outreach, assessment, eligibility determination, case management, and follow-up services to individuals seeking job placement assistance and/or education and training services.**
  - Processes customer inquiries, problems, concerns, and explains regulations and guidelines to clients, contractors, and partners;
  - Assists customers in utilizing the tools and services available at the workforce development center;
  - Evaluates customers using interviews, advisement sessions, aptitude and achievement tests, and other tools; assists customers in understanding their abilities, talents, interests, and personality characteristics to develop realistic, achievable, and relevant career plans;
  - Applies and ensures compliance with federal, state, and local laws, regulations, and policies in determining eligibility for various programs and services based on customers' circumstances;
  - Coordinates referrals to training and other service providers based on customers' needs and maintains open and positive communication with such providers;
  - Develops Individual Career Plans (ICP) with customers;
  - Authorizes expenses, maintains and updates training budget, generates cost commitment vouchers, and performs related functions to execute ICP;
  - Monitors customer's participation and performance throughout the ICP and makes strategic decisions regarding customer's exit from training program;
  - Accurately enters and maintains customer data in the management information system;
  - Conducts periodic follow-up for WIA-registered active and non-active customers;
  - Maintains accurate and timely case documentation in electronic and/or written format as directed;
  - Prepares and submits accurate and timely management reports
  - Conducts WIA orientation sessions for interested individuals in groups and one-on-one;
  - Designs, plans, and conducts training workshops and classes on job search skills, resume writing, interviewing techniques, and related topics.
2. **Conducts outreach and provides workforce development services to businesses, community organizations, partner agencies and others.**
  - Promotes CobbWorks as a value-added recruitment option to businesses through meetings, networking, and cold-calling;

- Facilitates receipt of job orders from businesses;
  - Assists businesses in assessing and addressing workforce development and/or staff training needs;
  - Represents CobbWorks at community meetings and other public forums;
  - Develops and nurtures strategic collaborative relationships with other organizations, businesses, and service providers;
  - Writes and/or designs articles, reports, speeches, flyers, and brochures for publication and distribution consistent with CobbWorks communication and design standards;
  - Conducts research on workforce development trends and practices and identifies community workforce development needs through consistent review and analysis of labor market information;
- 3. Performs program planning, implementation, management, and evaluation functions for assigned programs and initiatives.**
- Assists in the development of local policies, procedures, and practices
  - Researches, prepares, and manages the issuance of Requests for Proposals (RFP) to procure services for workforce development activities;
  - Evaluates proposals and assist in the execution of contracts with service providers;
  - Provides technical assistance to service providers and partners in program design, management, and reporting;
  - Monitors contracts and agreements with service and training providers to ensure compliance and attainment of desired performance levels.
- 4. Performs miscellaneous job-related duties as assigned.**
- Answer inquiries in person, telephone, and via email regarding programs and services offered
  - Provide instructions on accurately completing application
  - Recruit customers for programs and services by attending college and career fairs, community partner's meetings, and Eligible Training Provider open houses.
  - Schedule intake, TABE, and Orientation appointments and following up on "no-shows"
  - Prepare workshop materials (LMI Questionnaire, ISS forms, etc.)
  - Enter customer into necessary skills assessment data base for assessment completion
  - Administer and proctor skills assessments (TABE, Prove IT, YouScience, etc)
  - Create and conduct program orientation and career readiness workshops (Dress for Success, Mock Interviews, etc.)
  - Conduct resume workshops
  - Create Individual Service Strategy (ISS) plans and develop/coordinate appropriate recommendations
  - Determine customer eligibility for potential funding opportunities and priority of service while assuring compliance with WorkSource Cobb and WIOA policies, protocols, and procedures
  - Create, update, and/or maintain intake files
  - Utilize Virtual One-Stop system (VOS) for purposes of case management, maintaining Individual Training Accounts (ITA), and data reports.
  - Upload necessary eligibility documents into VOS system
  - Conduct one-on one meeting with customer to build a rapport and establish a healthy fostering relationship that is conducive to the goals provided by the customer on the ISS to limit barriers to customer's success

- Provide individual career coaching to customer to consider their interest, aptitudes, abilities, personal characteristics and skills gaps for recommendation to apprenticeship, occupational skills training, and/or educational training that aligns with the needs in the current local labor market.
- Identify customers interested in completing a paid Work Experience (WEX) and submitting referrals to WEX Coordinator.
- Assist customer in completing enrollment, financial aid, and scholarship applications, as needed through entire admissions process
- Assist customer in choosing a program of interest by remaining knowledgeable of programs on the EPTL and labor market trends
- Create and scan Approval Letter to provider as indication of customer's approval for WIOA funding
- Create and maintain Individual Training Accounts (ITA) for customers entering into Post-Secondary Education/Occupational Skills Training
- Maintain a healthy working relationship with Providers on Eligible Training Providers List (ETPL) and community partners.
- Maintain monthly contact with customer
- Create requisitions to initiate payment for program and supportive services
- Coordinate with Providers to resolve personal and financial issues that are barriers to customer success
- Provide customer with community resources to assist with housing, childcare, food, clothing, mental health, and other barriers that may limit customer's success
- Explore job opportunities related to training for customers completing occupational skills training
- Conducts outreach to customers in follow-up to identify career search needs, provide coaching, and connections to employment opportunities
- Determine strategic methods in exiting customer for purposes of positive program measures/outcomes
- Collect, track, and maintain credential/certifications, employment, and education placement in VOS system
- Provide follow-up with customer for credential attainment and employment outcomes, entering status into VOS system
- All other job related duties as assigned

### **Education/Experience**

Bachelor's degree (B. A.) from four-year college or university and two years related experience and/or training.

### **Language Ability**

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

### **Math Ability**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

### **Reasoning Ability**

