



JOB ANNOUNCEMENT

JOB TITLE: Youth Workforce Development Service Navigator (12-month; only)
HOURS: 8:30 a.m. – 7:00 p.m. (some evening and weekend work) 37.5 hours
REPORTS TO: Director of Early Childhood and Youth Development
STATUS: Non-Exempt

Summary

Under the direct supervision of the Director of Early Childhood and Youth Services, this position coordinates community wide-access of workforce development services to youth in order to maximize resources, reduce duplication of service and to increase the basic skills, structured employment opportunities, job retention and earnings for youth. Must comply with proper safety policies and procedures as required and provide excellent customer services to both internal and external customers. Be advised that this position is ONLY for one year.

Essential Job Duties

With Clients:

- Meet face-to-face with youth on a monthly basis engaging them and building a rapport; make contact via phone, email and written correspondence in accordance with Individual Services Plans and contractual benchmarks.
- Perform outreach, recruitment, assessment and enrollment of targeted youth.
- Research subsidized and/or unsubsidized employment opportunities, where appropriate.
- Refer students to additional training sites and create a training/employment/education plan for youth, ensuring that youth have basic job readiness skills such as preparing a resume, completing a job application, dressing appropriately for an interview, and general job search strategies.
- Advocate for, accompany and/or represent clients to appropriate vocational training agencies and institutions (i.e. clothing, transportation, personal hygiene products).
- Keep progress notes on each youth that tracks and benchmarks student progress and ensure that data entry and recordkeeping is completed on a regular basis.
- Assist youth with seeking out appropriate post-secondary educational opportunities.
- Evaluate and follow up to determine outcomes.
- Assist with back-up coverage for youth development and engagement programs.
- Maintain data entry in OSOS and hard copy files for each youth – determine eligibility, update ISS plans, and collect necessary documentation.

With Community:

- Establish linkages to increase awareness of CPGR and other community-based resources.
- Work to reduce and/or eliminate barriers to community-based resources.
- Attend community-based meetings that serve to support the vocational program's mission.
- Assist vocational program staff and/or provide information/education presentations to various community groups on a variety of adolescent issue that affect their work readiness skills.

Knowledge, Skills and Abilities

For satisfactory job performance, the Navigator must have prior experience working in an advocacy role with youth. A background in workforce development is a plus. They must also demonstrate leadership and knowledge of youth culture.

- Skilled in WIOA regulations and outcomes
- Proficient with One Stop Operating System (OSOS)
- Knowledgeable of TASC instructional resources and requirements
- Analytical and problem solving skills
- Mediation, negotiation and conflict resolution skills
- Ability to effectively communicate in written and verbal form
- Excellent computer skills including the ability to operate spreadsheets and word-processing programs at a highly proficient level
- Ability to manage his/her own case files on an independent basis and work cooperatively
- Ability to collaborate effectively and develop relationships with outside agencies to facilitate provision of services for youth.

Physical Demands

The physical demands 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.

- Will be required to move throughout the community so must be comfortable driving, walking, and getting in and out of the car at different locations in all weather.
- Must be able to prioritize situations and manage time, and may find that they are needed at irregular hours causing fatigue and stress.
- May experience stress and stress related symptoms due to interacting with clients in crisis and may be exposed to illness and unsanitary conditions so must take care to protect their own health.
- May have to manage physically threatening clients and be prepared to be responsible for their own safety, and the safety of others.
- May be subject to other environments (outside locations) that are stressful.

QUALIFICATIONS:

Accepted: High School Diploma with 5 (years) experience in youth development, or an Associate Degree in Human Services or related field with two (2) to three (3) years' experience in serving youth.

Preferred: Bachelor's Degree in Social Work or related field with one (1) to two (2) years experience serving youth.

Valid NYS License and own personal transportation is a requirement.

The Community Place of Greater Rochester, Inc. is committed to leveraging the talent of a diverse workforce to create great opportunities for our business and our people. EOE/AA. Race/Color/Gender/Sexual Orientation/Gender Identity/Religion/National Origin/Disability/Veteran