

Job Description

Position: Workforce Development Associate

Department: Youth Services

Reports to: Director of Workforce Development for Youth Services

Hours: Full-time

FLSA: Non-Exempt

Reviewed: 1-5-18

Position Summary:

The Workforce Development Associate (Associate) delivers high quality workforce development solutions across all sectors under strict ethical standards while ensuring quality assurance throughout all aspects of the candidate and employer cycle. The Associate will support career goals for young adults, ages 17-24, that are not in school or employed, and in many instances coping with highly complex barriers to employment. The position also requires considerable use of business, sales, customer relationship management, labor market information, motivational, mentoring, career assessment planning and coaching skills in order to enhance both candidate and employer partnerships and drive contract performance.

Responsibilities:

- Market and promote Career Academy, Union Settlement's workforce development program, to community based organizations, city agencies, community boards, local elected officials, local business and merchant associations, vocational schools, training providers, and community colleges. This will include street/team canvassing, event tabling and career fair and/or trade shows.
- Deliver Union Settlement's work readiness training curriculum to all participants in workshop settings. This includes incorporating group based facilitation and technology such as online job application simulators, career focused webinars, interview tutorials, and video recording as a learning and coaching tool.
- Identify and pursue new employer relationships, and help manage current employer partnerships.
- Manage the referral/interview/placement cycle. This includes meeting with all candidates to review work history, core competencies, and skill sets, as well as providing information to candidates regarding potential employers and mission, position responsibilities, performance expectations, etc.
- Track all candidate interviews, employer feedback and other key drivers, i.e., candidate drop-off point(s), disqualification factor(s) and other related determinations that eliminate a candidate from the recruiting cycle. Recommend further support when candidates demonstrate a need for additional work readiness training.

- Use specific program metrics to ensure candidate retention, wage gain, and career advancement.
- Learn and utilize a SalesForce (CRM) database for benchmarking and analytical purposes.
- Additional duties as assigned by the Director of Young Adult Workforce Services and Director of Youth Services.

Qualifications:

- High School Diploma and some college required; Bachelor's Degree in related field is preferred
- Two (2) plus years' experience with employment counseling or job development experience required.
- Demonstrated ability to motivate and provide retention assistance and services for employment and advancement.
- Demonstrated experience in working with at-risk, disconnected, court-involved and/or high-risk youth.
- Demonstrated case management experience.
- Knowledge of labor market trends in a range of occupational fields (professional, skilled, semi-skilled, and industrial).
- Previous contacts with employers preferred.
- Understanding of the special employment needs of economically and socially disadvantaged individuals preferred.
- Familiarity with use of computerized job banks preferred.
- Excellent presentation, workshop facilitation, and public speaking skills.
- Ability to outreach and network.
- Excellent interpersonal skills.
- Excellent organizational, verbal, and written skills.
- Excellent computer skills.
- Demonstrated ability to perform multiple tasks effectively in a fast-paced, challenging, and constantly changing environment.
- Familiarity with the East Harlem community preferred, but not required.
- Demonstrated understanding of the challenges facing minority youth in underserved communities.
- Bilingual (English/Spanish) a plus.

To Apply:

Please send Cover Letter, Resume, Salary Requirements, and References to:

jobs@unionsettlement.org. Please indicate Workforce Development Associate in subject of e-mail.

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