

Southwestern Community Services, Inc. has an opening for a Workplace Success Program Facilitator in our Keene office.

The Workplace Success Program Facilitator will provide work skills training; job club activities; and deliver basic vocational skills through group and individualized instruction to TANF public assistance recipients referred by the local New Hampshire Employment Program Employment Counselor Specialists.

Applicant must be team-oriented, have excellent organizational skills; the ability to multitask in a dynamic classroom setting and experience working with low-income populations.

Education: Must have a Bachelor's degree in social work, psychology, counseling, education or related field.

Please send resume and three letters of reference to Betsy Chatman, Director of Workforce Development, P O Box 603 Keene NH by August 26th 2009.

No Phone calls Please.

SCS Is an EOE and a Partner of the United Way

**NH EMPLOYMENT PROGRAM (NHEP)
WORKPLACE SUCCESS PROGRAM FACILITATOR**
[Non-Exempt Position]

Job Summary

The NHEP Workplace Success Program Facilitator will provide Work Skills Training; Job Club activities; coordinate the operation of the Workplace Success Service Bureau; and deliver basic vocational skills through group and individualized instruction to TANF public assistance recipients referred by local NHEP Employment Counselor Specialists.

Supervision Received

Works under the direction of the SNHS Workplace Success Program Manager.

Supervision Exercised

None.

Minimum Qualifications

Education: Bachelor's degree from an approved college or university in social work, psychology, counseling, education or business administration or a related field.

Experience: Minimum of two (2) years of professional work experience in counseling, teaching, social services or business involving career counseling, employee development, social work or human resources. Experience in assisting individuals in finding employment, knowledge of the principles and methods of assessment and career counseling; experience or an ability to demonstrate an understanding of working with low-income populations or hard-to-serve individuals (e.g., limited English Speaking, learning disabled); experience with and/or a strong familiarity with local and statewide educational and social services; experience in or an ability to demonstrate skills

in job development and public relations with employers, and experience in classroom or group instruction.

License/Certification: Possession of a valid New Hampshire driver's license and/or have access to transportation for program-related travel.

Additional Recommended Work Traits: Ability to motivate and energize individuals to work towards employment goals. Ability to evaluate personal characteristics, physical capabilities, education, work background, abilities and interests of clients. Ability to actively engage local employers in providing work opportunities for adult job seekers. Knowledge of and/or experience with the barriers and issues that affect low income families. Knowledge of a variety of occupations and industries in the area. Possess a high degree of organization and creativity. Ability to apply DHHS procedures, rules and regulations. Ability to communicate effectively, both orally and in writing. Ability to develop and maintain effective working relationships with program clients, employers, co-workers agency Partner staff, and the general public. Ability to work as a team. Excellent organizational skills and ability to multi-task in dynamic class setting. Knowledge of basic computer programs such as e-mail, Internet, and word-processing. Must maintain professional appearance and behavior as a positive role model to Workplace Success Program participants.

General Responsibilities

1. Deliver the *Work Skills Training* component of the Workplace Success Program using a variety of teaching and communication techniques including computer-based models that allow individuals to work independently and/or in small groups. Allow participants to demonstrate proficiency by “testing-out” of certain competency areas. Competency areas will include Basic Computer Skills, e.g., basic Microsoft applications (Windows, WORD, & EXCEL); Keyboarding; Internet; and e-mail.
2. Coordinate and direct the operation of the *Service Bureau*, a Work Experience Placement (WEP) activity, that provides participants (trainees) with On-site and Off-site work assignments such as computer projects, mailings, clerical support, data entry, customer service calls, and many other service projects to benefit the community. Structured training includes customer services skills, telephone skills, business writing skills, and workplace survival skills.
3. Provide structured Job Club services including interviewing skills, resume development & writing, networking techniques, and job search methods.
4. Adheres to NHEP Workplace Success Program policy and procedures; achieves quantitative performance goals, and delivers quality customer services regarding:
 - a. Daily Orientation of participants entering the program;
 - b. Collecting baseline data on participants' skill level;
 - c. Delivery of *Work Skills Training* and *Job Club* instruction;
 - d. Coordination & supervision of the *Service Bureau*;
 - e. Leading group peer support discussions in Job Club sessions regarding job search experiences and issues of participants;
 - f. Monitoring participant attendance and informing the NHEP Employment Counselor Specialist of any client attendance issues;
 - g. Accurately tracking and verifying individual clients' work participation in the Workplace Success Activity; entering select data in New Heights; and providing verification documentation to the local NHEP Employment Counselor Specialist;
 - h. Tracking and documenting client progress through the *Work Skills Training Job Club*, and *Service Bureau* learning modules.

- i. Communication with the NHEP Employment Counselor to address any client barriers to employment requiring support services and/or to address any remedial action or sanctions needed to cure client behavior or performance issues in the Workplace Success Program.
 - j. Review of client evaluations to improve effectiveness of Workplace Success activities; and
 - k. Assistance to the NHEP Employment Counselor in preparing the client for transition into Work Experience Placement (WEP) or other countable NHEP work activities to ensure continued client engagement toward meeting federal work participation requirements.
 - l. Coordination with Community Job Specialist to review Orientation assessment materials, to develop a pertinent Work Activity Plan with the participant, and to select an appropriate Work Experience Program Host site.
4. Assist as needed in the coordination of services between the NHEP Local Teams and the Workplace Success Program.
 5. Attend SNHS training sessions as requested by the SNHS Administrator and/or DFA management;
 6. Attend monthly local NHEP Team Partner meetings;
 7. Accurately enter client activity and outcome data in the NEW HEIGHTS computer system and adhere to NHEP requirements and other official releases.
 8. Prepare required weekly Workplace Success Program progress reports and other ad hoc program reports as requested in a timely and accurate fashion.
 9. Prepare Community Action Agency (CAP) time sheets and staff mileage sheets as required in each payroll period.
 10. Provide full coverage for and/or additional support to Workplace Success Facilitators in other locations as assigned by the Workplace Success Program Supervisor.
 11. Model the work dress, behavior, and demeanor that are expected of program participants in the workplace.
 12. Adhere to the Division of Family Assistance & Community Action *Code of Ethics*.

Other General Responsibilities:

- Attend periodic CAP NHEP staff meetings.
- Be knowledgeable about eligibility requirements for Community Action Agency workforce development programs (such as the Workforce Investment Act (WIA) and Families @ Work) as well as other key local CAP programs.
- Maintain close coordination with CAP and NHEP Partner Agency local program staff. .
- Gain knowledge about local CAP programs and services in the area such as Head Start, WIC, and Fuel/Energy Assistance and facilitate the cross-training of NHEP Team members regarding CAP programs to benefit NHEP clients.
- Present a professional and positive image as a representative of CAP at all times and promote a positive, team-based working relationship with Field Support Managers and DFA Administrators.

Perform all other duties assigned by the SNHS Workplace Success Program Manager, NHEP Administrator, and/or local CAP superviso