



May 7, 2019

Vacancy Announcement #19-05

Employment and Training Coordinator

Location: Bismarck, ND

Salary: \$31,500

Organization Overview:

Experience Works is a national nonprofit organization whose programs improve the lives of low-income older workers. We began in 1965 as Green Thumb, a rural demonstration project that provided work for poor farmers, and have grown to become a leader in helping older adults develop skills to secure employment, increase their income, and age with dignity. We now have approximately 75 employees and operations in 14 states. We are funded by grants from the U.S. Department of Labor, states, foundations, sponsorships, and contributions from companies and individuals. Today, through our capacity to meet individual and community needs for job skills training and job placement, older Americans are being included in the nation's economic recovery.

Position Overview:

As an **Employment Training Coordinator (ETC)**, you are a human service professional. Customer service, empathy, finding creative solutions to difficult challenges, and helping people better their quality of life and attain their goals are key components of the position.

You will be responsible for supervising a case load of up to **70 Senior Community Service Employment Program (SCSEP) participants** and maintaining strong working relations with the community agencies where they are assigned. Your territory may include all or parts of counties the following North Dakota counties: Benson, Bottineau, Foster, McHenry, McLean, Pierce, Ramsey, Renville, Rolette, Sheridan, Towner, Ward, Wells, and Williams.

As the primary link between Experience Works and the community the job will require extensive travel for in-person meetings, phone calls, and communicating on-line. You will provide case management and training to older workers, recruit new program participants, communicate with partners at community, faith based and governmental agencies, cultivate relationships with the business community, increase awareness of Experience Works services throughout the territory through the press and special initiatives, and collaborate with stakeholders to develop local partnerships to expand programs and services, and communicate with local policy makers.

Being an ETC requires commitment and long-hours that often exceed the traditional work-week. Despite the extraordinary commitment, helping individuals overcome obstacles and navigate through challenges to attain their goals provides personal fulfillment and professional achievements.

Under the direction of the State Program Director, and with assistance from other staff in the state and nationally, you will learn the requirements, policies, procedures and operations of the SCSEP. The job

requires a variety of attributes: strong interpersonal skills, empathy, attention to detail, strong ethics, commitment to compliance with rules and regulations, supervisory capacity, a high degree of confidentiality, excellent organizational and the ability to juggle multiple priorities efficiently. ETCs also serve an important role as a creative problem solver and coach. Many participants in the SCSEP have multiple barriers to employment, which need to be addressed sensitively so they can achieve their job goals. In addition to one-on-one meetings to assess skills and barriers, developing and periodically updating individual employment plans, resolving challenges, and maintaining ongoing contact with participants; ETCs also instill confidence and provide employability and job seeking skills to participants, including introducing individuals to basic computer technology.

Essential Duties and Responsibilities:

- Ensure that your territory is fully enrolled.
- Develop rapport and a close working relationship with the participants and community service partnerships in your territory.
- Assist participants in assessing their skills abilities, and interests, and guide them in developing a plan so they can improve their quality of life and achieve their goals.
- Help participants connect with the training they need, including increasing their comfort with and use of technology.
- Develop appropriate community service assignments that match participant needs and interests and periodically check with participants and supervisors to assess their progress.
- Assist participants with employability skills and hold job clubs when appropriate.
- Collaborate with the workforce system and employers to identify job opportunities and help participants successful compete for the jobs.
- Develop opportunities to promote the program in the media, through special events, speaking engagements, and other opportunities to share the stories about individuals and organizations associated with the program.
- Develop outreach activities designed to attract diverse populations throughout the territory including those with limited English speaking ability.
- Identify organizations, stakeholders, and community leaders that would benefit from learning more about Experience Works and cultivate relationships with them.
- Keep policy makers informed about the progress of the SCSEP in local communities.
- Ensure that participants and community partners comply with timesheet and wage requirements and participants receive wages and supportive services in a timely manner.
- Comply with requirements to collect accurate eligibility information, complete paperwork, monitor compliance with rules and regulations, ensure data and reports are accurate, and deadlines are met.
- Complete timely and accurate case notes.
- Provide rapid response customer service.
- Trouble-shoot and resolve issues that arise in a timely fashion.
- Participate in staff meetings and training that enhance ability to perform duties and provide professional development.
- Maintain a schedule that balances travel with use of technology, to ensure that the lines of communication are open and program services are provided in a timely fashion.

- Provide information required for reports and proposals.
- Perform other job-related tasks as assigned and consistent with EW goals.

Essential Qualities, Skills, and Competencies:

- Passion for providing human services that help individuals improve their quality of life.
- Strong commitment to customer service and rapid response service delivery.
- At least two years relevant experience in a human service agency and/or job readiness program preferred (i.e. case management, tracking outcomes, managing reports and deadlines, supervising staff, or other operational responsibilities).
- Familiarity with the territory to be served and community resources available to vulnerable populations preferred.
- Experience working with older individuals, those from diverse backgrounds, low-income people, and those with multiple barriers to employment preferred.
- Experience with mediation or counseling a plus.
- Experience with managing a geographically large territory, developing goals and a project plans, prioritizing tasks, meeting deadlines, and tracking and reporting program progress preferred.
- Ability to work independently with minimal direction as well as collaboratively.
- Required proficiency in Microsoft Office Suite (including Excel, Outlook, PowerPoint, Access, and web-based assessment programs, e.g. Salesforce, SPARQ).
- Willingness to travel to assigned counties up to 50 percent of the time including overnight - a valid driver's license, acceptable driving record, auto liability insurance, and reliable transportation are required
- College degree or equivalent work experience - Workforce Development certification a plus.
- Residence in or willingness to relocate to the area served.
- Bi-lingual is a plus.

Attributes:

- **Mission-driven:** You understand the big picture and can easily translate our objectives into social impact. You have a personal commitment to the nature of the work of Experience Works.
- **Great Communicator:** You communicate and coordinate effectively at every level. You easily adjust your message, without sacrificing content, consistency, or service delivery, whether you are leading staff, connecting with community organizations, or learning what's important to a business.
- **Effective Leader/Manager:** You are an excellent mentor who is willing to listen and learn from others. You enjoy leading and building teams — and you are good at it.
- **Service-oriented:** You are committed to providing the highest level of service. You take delight in exceeding others expectations.
- **Accountable and excellent time-manager:** You think ahead, anticipate challenges, and take things from start to finish. You thrive on efficiency, are always looking for ways to improve, and you implement processes that enhance productivity.
- **Highly Organized:** You have great organizational skills. You efficiently track the necessary details and effectively disseminate information.



- **Rapport builder with collaborative work-style:** You have a flexible style that both compliments the efforts and supports the needs of others. Colleagues and service partners respect you for your knowledge and abilities, and find you both approachable and responsive.
- **Creative problem solver:** You have a keen ability to determine what is working and what is not, and you take action to lead in the right direction.
- **Enthusiastic:** You deeply enjoy the work you do and totally immerse yourself in your work. You take pride in a job done exceptionally well and you are generous in your acknowledgement of a job well done.
- **Autonomous:** Although we stay in close communication with each other, we don't micromanage. You're a self-starter, you keep others well informed, and you don't wait for things to happen — you initiate action and make things happen.
- **Self-assured and direct:** You are sensible and sensitive to the needs and goals of others, and colleagues respect you for your ability to communicate in a clear and defined manner.

What's Attractive to the Right Candidate?

- Your work is in direct service – you make a difference in the lives of people every day.
- Your experience, opinions, and expertise are valued – what you bring to the table is vital to our success.
- We work together and succeed together. You will enjoy a collaborative and collegial work environment with a shared purpose where your hard work will be noticed and appreciated.
- You will enjoy a close working relationship with the State Program Director and State Manager, who is experienced and supportive, but won't micromanage.
- This is an intellectually stimulating environment and an organization that works passionately and enthusiastically to fulfill our mission.
- We offer a generous employee benefit program that includes: annual, sick, personal, and holiday leave; health insurance; contributions to a 403(b) plan; short and long term disability; and life insurance.
- We offer a competitive salary and reimbursement of travel expenses.

To apply for the North Dakota Employment and Training Coordinator role with Experience Works.

Qualified candidates should submit a cover letter and resume.

Please include the position title and state in the subject line of your email.

Experience Works is an Equal Opportunity Employer and is dedicated to these principles. We value and welcome diversity in the workplace and encourage all minorities, women, veterans, and persons with disabilities to apply.