



SKILLS DEVELOPMENT TEAM DESCRIPTION

Skills Team Mission:

To assist customers improve and/or gain new skills that will lead to self-sufficiency and sustainable employment.

Skills Team Functional Responsibilities/Duties:

- Conduct needs assessment with customer to identify skills, aptitudes, interests, barriers to employment and supportive service needs
 - Reviews VOS Job Skills Assessment
 - Reviews VOS Common Intake Form
 - Utilizes Skills Assessment Intake Form for further assessment
- Determine if comprehensive skill assessment is required and selects appropriate assessment tool(s)
- Provide career counseling and exploration for customers with no defined or unrealistic employment goals
- Provide resource referrals to appropriate agencies/organizations
- Collects required eligibility documentation for enrollment into appropriate funding streams/grants
- Update program enrollment to include skill development activities
- Schedule appointments and coordinates referrals to appropriate skill development activities (i.e. In-house Training and Workshops, Basic Skills Training, Computer Training, E-learning, and Classroom Vocational Training)
- Determine appropriateness for WIA funded training and issues Individual Training Vouchers
- Develop and update employment plan with customers outlining employment goals, steps to reach employment and wage goals, skill development and job search activities
- Monitor and document customers' services, activities and progress in VOS
- Issue supportive services and maintains required documentation for compliance reviews
- Facilitate and deliver skill enhancement workshops and group sessions
- Maintain knowledge of local labor market, employer needs and industry hiring trends
- Maintain knowledge of private and public educational/training institutions
- Maintain knowledge of community agencies and resources/programs
- Works closely with Network Team members and maintains open communication

Skills & Attributes:

- Career counseling skills
- Knowledge of various assessment tools and ability to interpret and analyze test results
- Knowledge of labor market information / workforce intelligence
- Knowledge of private and public educational/training institutions
- Strong customer service and organizational skills
- Ability to work with diverse populations
- Ability to make appropriate resource/service recommendations and referrals
- Time management skills, flexibility, good listener, process oriented
- Ability to work independently and as part of a team
- Proficient computer skills (Microsoft Office)

Performance Criteria:

- Is proficient in VOS
- Following one-on-one interview, provides customer with at least one referral to a skill development activity, in-house workshop or resource
- Enters case note in VOS documenting customer's activities, services or progress after each meeting or telephone conversation
- Documents skill development activity on program enrollment within 24 hours of the start date of the activity