



## EMPLOYMENT SOLUTIONS TEAM DESCRIPTION

### **Employment Solutions Team Mission:**

To provide assistance with job placement, career counseling and coaching, job retention and supportive services to job seeking customers and to provide skilled, qualified applicants to local businesses/employers customers.

### **Solutions Team Functional Responsibilities/Duties:**

- Review initial assessment and common intake information with customer
  - VOS Job Skills Assessment
  - VOS Job Readiness Assessment
- From information gathered, determine if additional assessment is needed
- Provide job search assistance and determine job search activities (Product Box)
  - Preparatory Workshops (resume review and interviewing skills)
  - Determine appropriate job leads
  - Refer to Recruitments based on customer skills and interest
  - Refer to Hiring Events based on customer skills and interest
- Determine appropriateness for enrollment into grants
- Review/Update and Maintain Employment Plan
- Provide Job Coaching Assistance
- Secure job placement information
- Data collection and Data Entry
  - Case notes into VOS which outlines services provided
- Plan Recruitment and Hiring Events
- Outreach to local businesses based on customer base
- Utilize VOS as a job match database

### **Required Skills & Attributes:**

- Excellent customer service and organizational skills
- Ability to work with diverse ethnic and multi-cultural populations
- Proficient computer skills (VOS and Microsoft Office products)
- Knowledge of labor market information/ workforce intelligence
- Career Counseling Skills, ability to assist customers and give appropriate tools to make an informed choice
- Ability to multitask and coordinate activities and events
- Willingness to conduct community and business outreach
- Willingness and ability to adapt to change

### **Performance Criteria:**

- Proficient in VOS
- Following one-on-one meeting, provides customer with at least one referral to a employment/job search activity (job lead, job match, recruitment, hiring event)
- Enters case notes in VOS documenting customer's employment/job search activities, services and progress after each customer contact