GOODWILL INDUSTRIES-SUNCOAST, INC.

JOB DESCRIPTION

Established: 09/12
Rev/Revs:
Rev/Revs:
Rev/Revs:

POSITION TITLE: In-School Youth Specialist
LOCATION: Pasco/Hernando Counties

DEPARTMENT: Workforce Programs
CHARGE CODE: 02-22-6566

IMMEDIATE SUPERVISOR: Functional Team Lead
APPROVED BY: Executive Vice President/Chief Operating Officer

FLSA STATUS: 
- □ Exempt
- X Nonexempt

JOB STATUS: 
- □ Administrative
- X Support
- □ Other

JOB SUMMARY

Responsible for the education, career planning and management for Career Central WIA in-school youth customers and for the coordination and/or provision of direct services to enrolled youth and youth seeking to enroll into program services. Additionally responsible for ensuring the quality of customer progress and work performed by the youth, as well as maintaining excellent working relations with other program staff and staff serving youth in other community-based programs. Monitors progress of all assigned youth in goal attainment, individualize career plans and employment, resolving difficulties and tracking plan progress at least monthly.

The In-School Youth Specialist is immediately accountable to the Functional Team Lead regarding the discharge of duties, but must work cooperatively with the Mentorship Specialist, WIA Youth Specialists and Region’s District School Boards, Business Services, Core Services, as well as all project staff and key personnel of agency partners in order to ensure effective communications/relations.

ESSENTIAL FUNCTIONS

1. Adheres to all applicable Federal, State, and local guidelines and regulations for all youth enrolled in WIA.

2. Facilitates and collects all necessary documentation for enrollment into the WIA Youth program.

3. Develops individualized youth plan, establishes goals, and ensures goal attainment and progress.
4. Facilitates and coordinates required services and activities, including but not limited to supportive services, classroom training, tutoring, counseling, leadership development, employability skills training, career exposure, labor market information, and job placement and assistance with enrollment into post-secondary school or the military.

5. Assists the Mentorship Specialist with identifying youth making appropriate matches with mentors.

6. Provides the following assessments: Pre-Employment Readiness Assessment through Goodwill Works!, CareerScope, Tests of Adult Basic Education (TABE), and Florida Ready to Work Credential.

7. Makes classroom presentations covering local/regional/state/national labor market information and develop/coordinate company/industry tours.

8. Coordinates Service Learning Projects activities in combination with the Functional Team lead and other community-based organizations such as Habitat for Humanity, food banks/kitchens, and other organizations providing projects within, and for the benefit of the community.

9. Coordinates the youth’s participation in program-specific services (ex. tutoring, mentoring, career exposure, on-the-job training) and community-based supportive services, providing referral or vouchers, as appropriate.

10. Provides consistent individualized goal attainment and plan progress checks with appropriate modification to ensure that the objectives are achieved within the time-frames negotiated, and contractual performance at a minimum is attained.

11. Inputs data collection and updates all progress in the designated data management system(s), as directed by local policies and procedures.

12. Provides a programmatic focus of goal oriented planning with the objective of achieving positive outcomes.

13. Works weekly and monthly reports relative to the In-School Youth Specialist’s individual caseload, as directed by his/her supervisor and/or the quality assurance team.

14. Provides optimal customer service, to include acting as the youth’s advocate, assuming a customer-centered approach. Telephone messages left by customers are to be returned by the following business day unless in the event of illness or vacation of the In-School Youth Specialist, at which point the Team Lead will assign this duty to another staff member. Maintains contact with the customer, at a minimum, once every two weeks. Contact with customers however, will be based on the individual’s needs and program requirements. Face-to-face sessions will occur at least once every month. When customers fail to meet program requirements, the In-School Youth Specialist shall attempt to contact the customer and will coordinate the necessary action as the individual program dictates. The In-School Youth Specialist shall be responsible for maintaining contact with all appropriate cooperating agencies, employer partners, training entities and/or agency partners to ensure the proper outcome is achieved (to include, but not be limited to retention in training program, successful completion of training, employment, sanction requested, re-placement, etc).
15. Follows all program policies and Goodwill Standard Operating Procedures in the discharge of the In-School Youth Specialist’s duties.

**ADDITIONAL DUTIES**

1. Assists to ensure that all company standards and procedures are consistently maintained including, but not limited to, all employment work sites and applicant servicing programs.

2. Assists to ensure implementation of all corporate strategies and policies relating to operations, development, marketing, advertising and manpower planning.

3. Assists the Team Lead in implementing, as required, reporting systems which will enable the management to adequately monitor operating results, staff effectiveness, service levels, problem areas, etc. This may include, but is not limited to:
   
   a. Monthly Service Report
   b. Monthly Activity Report
   c. Quarterly Objectives Report.

4. Participates in conferences, staff and in-service training meetings as directed.

5. Is alert for and provides information to the Director of Community and Program Development regarding subcontract and/or grants-in-aid opportunities for Goodwill-Suncoast.

6. Maintains case files in the manner set forth according to policies and procedures. Each case file will have attached in the front a programmatic review tool to be updated as required.

7. Performs other duties as assigned.

**PERFORMANCE GOALS**

WIA In-School Youth Specialists will be responsible for adhering to performance in the following categories based upon the contract between Goodwill-Suncoast and Regional Workforce Board and the State “Monthly Management Report WIA Youth Specialists shall inquire to their supervisors as to the actual percentage attainment required in the specific program year in the following:

a. WIA In-School Youth Outcome Rate
b. WIA Out of School Youth Outcome Rate
c. WIA Younger Youth Skill Attainment Rate
d. WIA Younger Youth Positive Outcome Rate
e. Enrollment/Outcome Goals

**SUPERVISORY RESPONSIBILITIES**

None.
**EDUCATION**

1. Bachelor of Arts/Science degree; or a combination of experience in a counseling/social services/job placement related/rehabilitation setting in various jobs in private industry and studies in the Human Services field can be substituted for the degree; or a combination of an Associate of Arts/Science degree and experience in the above fields.

2. Fluent reading and writing skills.

3. Complex math skills (%, division, multiplication, statistical analysis).

**EXPERIENCE**

Two years human services/social services/counseling/rehabilitation/job placement experience required. Experience in the aforementioned areas working in case management preferred. Experience counseling and case managing individuals on welfare.

**KNOWLEDGE/SKILLS**

1. Possess excellent oral and written communication skills.

2. Knowledge of local community resources/services.

3. Demonstrated planning and organizational skills in order to meet deadlines.

4. Demonstrated ability to summarize/synthesize information.

5. Demonstrated problem-solving and decision-making skills.

6. Knowledge and experience utilizing workforce related data systems highly preferred.

**CREDENTIALS/LICENSES/SCREENING REQUIREMENTS**

1. Subject to alcohol and drug testing as specified in the Drug-Free Workplace Program.

2. Subject to Florida Department of Law Enforcement (FDLE) and local law enforcement background checks. Employment is contingent upon these findings.

3. Must be, or have the ability to become within 90 days of hire, a Florida Certified Workforce Professional (FCWP-1).

4. Must provide evidence of a pre-employment TB screening and annual TB screening to include Mantoux skin test, chest x-ray or notification from a physician, verifying individual is not TB active/infected. (U.S. Department of Labor, Occupational Safety and Health Administration, Memorandum dated October 3, 1993 from Roger A. Clark, Director, Directorate of Compliance Programs RE: Enforcement Policy and Procedures for Occupational Exposure to Tuberculosis).
5. Non-Client Transporting – Possess a valid Florida Driver's License, subject to a DMV records check and approval by GIS insurance carrier. Possess a privately owned vehicle or must be able to access locations, possibly at a moment's notice, that may not be accessed by public transportation. See "Driving Qualifications" in the Personnel Policies and Procedures Manual for driving criteria and DMV reporting requirements.

6. Must be able to complete within 45 days of hire OSHA required Bloodborne Pathogens training, with updates annually; in conjunction with HIV/AIDS training within 90 days of hire. The latter must be updated as required (e.g., only required once as long as there is no expiration date noted on certificate).

7. CPR and First Aid certification is available on a voluntary basis.

**EQUIPMENT**

2. Various office equipment including cell telephone, copier, facsimile, telephone, etc.

**COMPLEXITY**

Work that is moderately difficult and involved, requiring adaptation and interpretation of established practices and procedures to cover problems and situations to which their application is not clearly defined.

**CONFIDENTIALITY**

Regularly work with some confidential information such as temporary employee files, performance evaluations, corrective actions, individual wage and salary rates, schedules which, if disclosed, might have adverse internal or minor external effect.

**WORKING CONDITIONS**

**Physical Activities:**

1. **Very substantial:** hearing and talking.
2. **Moderate:** grasping and fingerling.
3. **Nominal:** feeling, lifting, pulling, pushing, reaching and repetitive motions.

**Other Activities:**

1. The amount of time involved traveling on company business is considerable (60% - 80%).
2. Ensures that placements and all appropriate documentation are submitted, as required, by the contract.
Physical Requirements:

Light work: exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time. The job is rated for light work.

Environmental Conditions:

1. The worker is subject to both environmental conditions: activities occur inside and outside.

2. The worker is subject to hazards: Conditions or situations in which there is danger to life, health, or bodily injury, i.e., occupational exposure to blood borne pathogens.

CODE OF ETHICS

All employees are responsible for being knowledgeable about the agency’s code of ethics and respective policies and procedures and for conducting themselves accordingly. Ethical conduct is expected at all times in all matters, whether or not a particular issue is specifically addressed in agency policies and procedures. Employees are expected to bring any questions about whether or not a specific situation presents a potential conflict with this policy to the attention of their department head.

All staff members are expected to comply with the following listed Standards of Employee Conduct. By signing this job description staff acknowledge their understanding of the standards and their agreement to abide by them.

1. Employees shall conduct themselves professionally and in a manner that creates and maintains respect for the Career Central, and State Workforce system.

2. Employees shall avoid any action that might result in, or create the appearance of, adversely affecting the confidence of the public in the integrity of the United States Government and Workforce Florida.

3. Employees shall uphold the ethical rules governing their professions, including complying with applicable licensing authority rules, unless they conflict with Federal law.

4. Employees shall not use or possess illegal drugs or narcotics. They shall not abuse any drugs or narcotics. Use of alcoholic beverages or being under the influence of alcohol while on duty, present in the facility, or immediately before reporting for duty is prohibited. An employee while on duty or in the facility is considered to be under influence of alcohol if their blood alcohol content level is .02 percent or greater.

5. Employees shall not allow themselves to show partiality toward, or become emotionally, physically, sexually, or financially involved with clients/participants, former clients/participants, or the families of clients/participants or former clients/participants. Chaplains, psychologist, and psychiatrists may continue a previously established therapeutic relationship with former clients/participants in accordance with their respective codes of professional conduct and responsibility.
6. Employees shall not engage in, or allow another person to engage in, sexual behavior with a client/participant. Regardless of whether force is used or threatened, there can be no consensual sex between employees and clients/participants.

7. Employees shall not offer or give to a client/participant or former client/participant or any member of his/her family, or to any person known to be associated with a client/participant any article, favor, or service, which is not authorized in the performance of the employee’s duties. Employees shall not accept any gift, personal service, or favor from a client/participant or former client/participant. This prohibition includes becoming involved with families or associates of any offender.

8. Employees shall not show favoritism or give preferential treatment to one client/participant or a group of clients/participants, over another.

9. Employees shall not use profane, obscene, or abusive language when communicating with clients/participants, fellow employees, or others. Employees shall conduct themselves in a manner that is not demeaning to clients/participants or fellow employees.

10. Employees shall remain fully alert and attentive during duty hours.

11. Employees shall not have any outside contact with a client/participant, or his/her family or close associates, for a period of one year from the last day of the client’s/participant’s date of termination from a workforce program, except those activities that are an approved, integral part of the Workforce Department and a part of the employee’s job description.

12. Employees shall not engage in any conduct that is criminal in nature or which would bring discredit upon the Goodwill-Suncoast, Career Central, AWI, WFI or United States Government. Employee’s conduct must be above reproach. It is expected that employees shall obey not only the letter of the law, but also the spirit of the law while engaged in personal or official activities. Should an employee be charged with, arrested for, or convicted of any felony or misdemeanor, that employee must immediately inform and provide a written report to the team lead. The team lead shall immediately report the incident to the director. Traffic violations resulting in fines less than $150.00 shall be exempt from this reporting requirement.

13. Employees shall not use brutality, physical violence, or intimidations toward clients/participants, or use unauthorized or inappropriate force.

14. Employees shall not have inappropriate contact or relationship with their supervisor or subordinate.

15. Employees shall not process lethal weapons or weapons, which may inflict personal injury in the facility or while on duty.

16. Employees suspected of any “Standard of Conduct” violations are subject to the least restrictive actions(s), which will protect the safety, security and orderly running of the facility.

17. Employees shall cooperate fully by providing all pertinent information, which they may have with any investigative authority. Full cooperation means and requires truthfully responding to all questions.
and providing a signed affidavit, if requested. Investigative authorities include, but are not limited to, investigations conducted by the AWI, Workforce Florida, and Office of the Inspector General, Office of Professional Responsibility, DCF, or other state or national official government office.

Any violation or attempted violation of the restrictions referred to will be closely scrutinized. Any failure to report a violation or take appropriate disciplinary action against the offending party or parties may be subject to disciplinary action as defined in the Personnel Policies and Procedures Manual.

Any observed violations should be reported immediately to the director of community and program development, executive vice president/chief operating officer or the vice president for human resources.

Any infraction of one or more of these standards will result in disciplinary action to include immediate termination.

This form will be maintained in your personnel file as documentation of your awareness of Employee Conduct expectations. It is the intent of Goodwill-Suncoast to ensure that the conduct of all employees is above reproach; employees must not only avoid misconduct, but the appearance of misconduct as well.

**EEO CLAUSE**

It is the Agency's policy to afford equal opportunity to all regardless of race, color, religion, national origin, sex, sexual orientation, marital status, age, veteran, disabled or handicapped status, and to provide a work environment free of bias on such categories. Any and all employment is predicated upon full compliance with our equal employment opportunity policy.

**SAFETY STANDARDS**

All employees are responsible for adhering to all published safety policies as well as the implementation of specific standards that may be assigned. Employees are expected to report unsafe conditions and unsafe acts in a reasonably prudent manner. Supervisory personnel are responsible for safety issues in assigned areas — ensure that all employees are informed and adhere to all safety policies/issues, use proper reporting mechanisms for dealing with safety hazards or incidents, and personally adhere to safety rules.

**ACKNOWLEDGMENT OF RECEIPT AND UNDERSTANDING**

This job description is not to be construed as an all-inclusive list of responsibilities, duties, and skills required of personnel so classified.

Your signature acknowledges that you have reviewed and accepted the responsibilities and duties as set forth in this job description. One copy will be maintained in your personnel file; one copy is for your records.

---

Employee Name (Please Print)  Employee Signature  Date

I hereby certify all aspects of this job description have been reviewed with the employee named above.

Immediate Supervisor Signature  Date

g:\data\hs\jobs\workforce\career central\wia in-school youth specialist