

Workforce Specialist Position Vacancy – External Job Posting

One Workforce Specialist- Choices/SNAP position with Workforce Solutions of Central Texas is being posted in accordance with procedures established in the CTCOG Administrative Manual and Workforce Center Personnel Policies. The position will be housed in the Temple Santa Fe Business Center and will be responsible for working with Temporary Assistance for Needy Family (TANF) and Supplemental Nutrition Assistance Program (SNAP) customers to help them address barriers and find employment at the earliest opportunity by providing case management services. This job posting is open to external applicants. (WIT Job Posting ID: #15392988; Job Title: Workforce Specialist - Choices/SNAP)

Those interested should apply by Monday, August 1, 2022 **with a resume and completed CTCOG application** (<https://ctcog.org/wp-content/uploads/CTCOG-Employment-Application-2.pdf>) via email to:

Anita Miscavage, Operations Manager

Workforce Solutions of Central Texas

201 Santa Fe Way

Temple, TX 76501

Anita.Miscavage@WorkforceSolutionsCTX.com

Below is the position description.

Workforce Solutions of Central Texas is an Equal Opportunity Employer.

CENTRAL TEXAS WORKFORCE CENTERS POSITION DESCRIPTION

Title/Classification: Workforce Specialist – Choices/SNAP

FSLA Status: Non-Exempt

Who We Are:

Workforce Solutions of Central Texas (WSCT) has been consistently recognized for being one of the "100 Best Companies to Work for in Texas" and has received 2021 HIRE Vets Medallion Platinum Award. We have a great work-life balance, competitive salaries, extensive opportunities for training and development, and fantastic benefits. Join us in our mission of "Creating futures by bringing people and jobs together".

Who You Are:

An individual who embodies our values of Customer Focus, Accountability, Quality, Teamwork & Integrity. You are proactive and exhibit flexibility to provide excellent customer service to ensure program goals and measures are met.

You Gain:

Competitive salary: \$45,000 a year

Be part of our Registered DOL Apprenticeship program Retirement

Medical Insurance, including dental & vision Life

Insurance

Tuition Assistance

Paid time off for vacation, sick and holidays

Military, family care leave, and more

Overview:

The Workforce Specialist (Choices/SNAP) Works with Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP) customers to help them address barriers and find employment at the earliest opportunity by providing case management services. The Specialist will facilitate customer access to Workforce System services such as training and education services, employment services, childcare services and others. Duties involve information dissemination, explanation of service requirements, data gathering, customer eligibility, intake and assessment and case management. Performs work under the direction of a Workforce Center Administrator with minimal supervision and considerable latitude for the use of initiative and independent judgment.

You will be trusted to:

- Effectively and accurately present overviews and communicate information.
- Follow established procedures for orientations.
- Demonstrate knowledge of services, labor market information, and multi-program services within the scope of duties.
- Demonstrate effective presentation and group management skills.
- Effectively facilitate workshops and/or classroom activities.
- Demonstrate knowledge of program regulations, policies and procedures for determination of program eligibility and various labor laws as required.
- Demonstrate ability to accurately prepare, either in manual or automated format, all forms and records.
- Submit appropriate program applications, forms, and records in a timely manner.
- Correctly administer appropriate assessment instruments as required.
- Demonstrate ability to accurately interpret and communicate assessment results to the customer.
- Demonstrate knowledge and ability to prepare appropriate program service plans.
- Demonstrate ability to accurately prepare appropriate enrollment forms and documents.
- Submit appropriate program enrollment documents and records in a timely manner

- Demonstrate knowledge of, and comply with, applicable program policies and procedures.
- Prepare accurate and appropriate case notes.
- Maintain customer contacts according to program policy.
- Accomplish data entry and related activities correctly and within acceptable time limits.
- Maintain accurate and appropriate files and records for individual customers.
- Manage and monitor distribution of support services following established policy and procedures.
- Review appropriate program reports to determine program effectiveness.
- Effectively counsel customers.
- Prepare accurate and reliable budget projections as required.
- Take appropriate actions with customers within program requirements (follow-up, sanctions, terminations, etc.)
- Demonstrate knowledge of various community resources and make referrals as appropriate.
- Demonstrate ability to assist customers in developing effective résumés and cover letters.
- Demonstrate functional ability and knowledge of the Internet, job banks, career exploration, and other software and resource materials to assist customers (career awareness/career development and job search)
- Demonstrate knowledge of WorkInTexas.com, TWIST, and other applicable Internet based web sites.
- Refer qualified customers on job orders.
- Develop and maintains appropriate employer contacts to facilitate job placements, internships, and paid or unpaid work experience to include referrals.
- Demonstrate ability and knowledge to refer customers to educational facilities, training programs, and for information on financial assistance.
- Demonstrate ability to create and develop appropriate marketing/resource materials, presentations, and curriculum.
- Demonstrate ability to create, plan, and implement activities in order to reach individual program goals.
- Demonstrate ability to coordinate activities with appropriate agencies such as local school districts, community-based organizations, and employers to reach individual program goals.
- Contribute to the success of overall program outcomes based on applicable program reports.
- Conduct follow-up contacts to ensure compliance with applicable post-program activities.
- Other duties as assigned.

Qualifications: The requirements listed below are representative of the knowledge, skills, and/or ability required. Persons with disabilities may expect reasonable accommodations to perform essential functions.

Education and/or Experience: Bachelors' degree in human services, business, education, or related field from an accredited four-year college or university. One (1) year of qualifying experience may be substituted for each year (30 semester hours) of college up to a maximum of two years.

Language Skills: Ability to read, analyze and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to effectively present ideas verbally and give detailed briefings and training classes to staff, management, public groups, and customers.

Ability to write effectively using correct English preparing memos, letters, reports, and customer case notes.

Mathematical Skills: Ability to calculate figures and amounts using basic skills such as addition, subtraction, multiplication, and division.

Reasoning Skills: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Other Skills and Abilities: Working knowledge of Workforce System services such as Workforce Investment Act (WIA), CHOICES, Food Stamp Employment and Training, Worker Profiling, Child Care, Employment Services, Career Center and related laws. Working knowledge of Windows-based software. Must be able to handle multiple tasks and possess the ability to work effectively with a diverse population.

Physical Demands: While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 50 pounds. Specific correctable vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee occasionally works near moving mechanical parts. The noise level in the work environment is usually light to moderate. Occasional travel and work schedule outside normal hours required.