**Workforce Solutions of Central Texas**

 **POSITION DESCRIPTION**

**TITLE/CLASSIFICATION:** Workforce Specialist, Non-Custodial Parent (NCP) Choices/SNAP E&T Programs

**JOB DESCRIPTION:** Performs complex (journey-level) employment work. Position involves working directly with Non-Custodial Parent (NCP) customers in partnership with the Office of the Attorney General (OAG) and Supplemental Nutrition Assistance Program (SNAP) customers to help them address barriers and find employment at the earliest opportunity by providing case management services. Responsibilities include case management, working with OAG staff/testifying at child support court, conducting interviews to assess customer needs, disseminating information, explanation of service requirements, data gathering, customer eligibility, intake and assessment and case management. Responsibilities also include SNAP E&T case management; facilitating access to programs and services, such as training and education services, employment services, childcare services and providing employment counseling and customer support services. Works under general supervision, with moderate latitude for the use of initiative and independent judgment.

**PROGRAM CUSTOMERS:** Non-Custodial Parents who are court ordered to participate and who face substantial barriers to employment and Supplemental Nutrition Assistance Program (SNAP) customers to help them address barriers and find employment at the earliest opportunity.

**DUTIES AND RESPONSIBILITIES:**

* Ability to adapt to change and embrace innovation.
* Skilled in interviewing customers to assess and record information regarding training needs, education, experience, skills, interest, and other relevant factors to determine clients' career development opportunities and eligibility of benefits.
* Maintains accurate and appropriate records for individual customers in the OAG Choices On-Line Tracking System (COLTS) & The Workforce Information System of Texas (TWIST) and individual SNAP program customers.
* Assists customers in developing effective résumés and cover letters.
* Maintains knowledge of the internet, job banks, career exploration, and other software and resource materials to assist customers (career awareness/ development and job search)
* Develops and maintains employer contacts to facilitate job placements,
* Maintains knowledge of various community resources and makes referrals as appropriate.
* Demonstrates knowledge of program regulations, and complies with, policies and procedures for determination of program eligibility and various labor laws as required.
* Demonstrates knowledge and ability to prepare appropriate program service plans.
* Submits appropriate program applications and enrollment documents and records in a timely and accurate manner
* Takes appropriate actions with customers within program requirements (follow-up, case management, exits, sanctions, terminations, etc.)
* Demonstrates ability to create, plan, and implement activities in order to reach individual program goals.
* Contributes to the success of overall program outcomes based on applicable program reports.
* Conducts customer follow-up contacts to ensure compliance with all applicable program activities.
* As part of a cross-functional, multi-program team, demonstrates knowledge of services, labor market information, and multi-program services.
* Works with program partners to coordinate services for common customer groups.
* Demonstrates ability to accurately prepare all program and service documentation forms and records and submit in a timely manner.
* Refers customers to educational facilities, training programs, and for information on financial assistance as appropriate.
* Effectively and accurately presents overviews and communicates information.
* Follows established procedures for orientations and demonstrates effective presentation and group management skills.
* Effectively facilitates workshops and/or classroom activities.
* Correctly administers appropriate assessment instruments as required.
* Demonstrates ability to accurately interpret and communicate assessment results to the customer.
* Prepares accurate and appropriate case notes.
* Accomplishes data entry and related activities correctly and within acceptable time limits.
* Manages and monitors distribution of support services following established policy and procedures.
* May counsel clients who have complex job placement or job adjustment challenges.
* Prepares accurate and reliable budget projections as required.
* Demonstrates knowledge of various community resources and makes referrals as appropriate.
* Demonstrates knowledge of Work In Texas, TWIST, and other applicable Internet based web sites.
* Refers qualified customers on job orders.
* Demonstrates ability to create and develop appropriate marketing/resource materials, presentations, and curriculum.
* 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:** Bachelor degree in human services, business, education, or related field from an accredited four-year college or university required. 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 customer communications and policy and regulatory documents. Ability to effectively present ideas verbally including briefings and training classes. Ability to write effectively using correct grammar when preparing memos, letters, reports, and customer case notes.

**Mathematical Skills:** Ability to calculate figures and amounts such as hourly percentages of time worked.

**Reasoning Skills:** Ability to define problems, collect data, establish facts, and draw valid conclusions.

**Other Skills and Abilities:** 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 communicate with customers. The employee frequently is required to move from place to place.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually light to moderate. Occasional work outside normal hours required.