

**Job Title:** Workforce Development Program Coordinator  
**Department:** Career Services  
**Reports To:** Director of Workforce  
**FLSA Status:** Exempt

### **MISSION STATEMENT**

To improve lives by providing optimum services and mobilizing resource that strengthen our communities.

### **VISION**

A strong, vibrant community where all citizens are self-sufficient and empowered.

### **VALUES**

Community Action Agencies improve people's lives, embody the spirit of hope, improve communities and make America a better place to live. We care about the entire community and we are dedicated to helping people help themselves and each other.

### **SUMMARY**

The position is responsible for assisting youth, adults, returning citizens and single parent/custodians with developing portfolios for full-time employment opportunities and advancement. The Coordinator will provide employer support/connections after placement, on-site visits if necessary.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties within the scope of this position may be assigned.

- Responsible for recruiting and managing the work-readiness internship 'cohorts of success' each month. Each cohort will enhance communication skills, team-building skills, resumes, and portfolios for career seekers.
- Assist with resume development of clients to strengthen volunteer experience, work history, and skill development before, and after intensive counseling.
- Support and assist in enrolling participants who can benefit from earning a GED, a National External Diploma or receiving training focused on literacy and numeracy skill development.
- Offer to return citizens workshops and information from various community partners serving those with criminal backgrounds.
- Identify employers who hire individuals with background challenges.
- Support and leverage transportation options for clients.
- Recruit, facilitate, track outcomes, and submit monthly reports for the Newport News Work Readiness Internship Program.
- Create an individualized service plan for each client within four days of enrollment.
- Ensure that all participants have at least one week of Workplace Excellence Series facilitation for soft skills.

- Facilitate the ‘warm hand-off’ into employment, registered apprenticeship, adult education, or additional formalized training.
- Establish referral protocols with referring agencies, to determine client eligibility and utilize a proven and effective intake process, to screen appropriately for services.
- Manage data entry into the VA Workforce Connection labor exchange database for the Commonwealth and the EmpowOR software for share case management.
- Screen, refer for vocational evaluations as necessary, conduct various assessments, and help each participant identify their career interests.
- Provide job search services, workshops, counseling, training and employment preparation, and placement services as well as a variety of self-directed online training options.
- Encourage and promote self-directed engagement with skill building through online sites.
- Provide proactive job retention strategies.
- Maintain case management responsibilities, assist with employment and placement or training enrollment.
- Other duties as assigned.

#### **SUPERVISORY RESPONSIBILITIES**

None.

#### **SAFETY RESPONSIBILITIES**

In addition to complying with the guidelines for all associates:

Comply with all Federal, State and Local regulatory standards and procedures.

Ensure that all associates are trained in HRCAP’s Safety Policies, Rules, and Regulations; trained for the jobs, they will be performing; trained for the equipment, they will be using, and understand the potential safety hazards in their work area.

Ensure that applicable personal protective equipment is available, in proper operating condition, and used for each job performed.

Ensure that equipment is in safe operating condition and that all safeguards are in place.

Constantly monitor the work area, conduct periodic safety inspections of your area and take immediate corrective action when working areas and practices are deemed to be unsafe, or deficiencies are found.

Conduct accident/incident/near miss investigations promptly and thoroughly and initiate procedures to prevent reoccurrence.

Immediately report accidents/incidents/near misses to Human Resources and the department director.

Be accountable for all staff who are out on lost time accidents and actively initiate light duty return to work as soon as possible.

Be accountable for the failure of all staff who fail to follow safety rules and regulations, and acceptable work practices.

Discipline those who disregard safe work practices and procedures.

## **INFORMATION PRIVACY AND SECURITY**

This associate may have access to Confidential Information (CI) and is required to be familiar with the HRCAP's Privacy policy related to the handling of CI, and follow all related procedures required to protect the privacy and security of CI.

## **QUALIFICATIONS**

Working knowledge of the principles and practices of workforce and economic development, business administration, organizational behavior, organizational development, strategic planning, resource allocation, public relations, and leadership techniques; proven facilitator, trainer, instructor, or effective teaching experiences. Demonstrated oral and written communication skills as well as proven presentation skills; Moderate to advanced computer literacy including proficiency using word processing, presentation, and spreadsheet applications and Experience with successful marketing and recruitment efforts.

## **EDUCATION and/or EXPERIENCE**

- Bachelor's Degree in a field related to Business Administration or comparable experience, and/or certifications in related fields. Experience in human resource management, business environment a plus.
- Industry-recognized credentials (preferred) in technical areas i.e. IT CompTIA, or other IT credentials, 5 years of program management experience at the supervisory level required
- Expertise in MS Office-Excel, PowerPoint, and Word
- Must possess and maintain a valid Virginia driver's license
- Criminal record check and credit report required for employment
- Strong software capabilities to analyze the business and develop presentations to include: Excel, Track record for maintaining and deepening relationships with customers or accounts
- Adept at networking, building relationships, and community engagement
- Ability to work across the organization to deliver solutions that meet internal and external objectives

## **LEADERSHIP COMPETENCIES**

Initiative and Drive for Strong Results

Strong Decision-Making Skills

Business Acumen

Customer Focus

Organizational Agility

Planning and Implementation

Managing Purpose and Vision

Building Effective Teams

## **LANGUAGE SKILLS**

Ability to read, analyze, and interpret 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 information to top management, public groups, and/or boards of

directors. Expertise in communications and verbal and written presentations of products and services; very strong computer presentation skills required (Prezi, PowerPoint, etc.)

### **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

### **REASONING ABILITY**

Ability to apply common sense understanding to carry out and solve situations with several variables. Strong analytical skills required. Ability to interpret instructions and draw conclusions based on information. Follow through skills are critical. Interpreting data and reviewing documents for accuracy is critical. Attention to detail is a must. Ability to organize thoughts, ideas and information in a presentation format is required for some duties. Strong analytical skills, able to project, tracking, and report business results

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Current state driver's license, proof of current auto insurance coverage, satisfactory driving record and working vehicle required.

### **PHYSICAL DEMANDS**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



#### **SEDENTARY**

Lifting up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers, and files. Walking and standing are required only occasionally



#### **LIGHT**

Lifting 20 pounds maximum with frequent lifting and/or carrying objects weighing up to 10 pounds. Walking or standing to a significant degree involves sitting most of the time with a degree of pushing and pulling.



#### **MEDIUM**

Lifting 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.



#### **HEAVY**

Lifting 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.

### **WORK ENVIRONMENT**

There are no unusual work environment characteristics associated with performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



#### **LIMITED**

General office environment infrequently exposed to extreme atmospheric conditions (temperature, noise, fumes, dust, etc.)



#### **MODERATE**

Occasionally exposed to extreme atmospheric conditions (temperature, noise, fumes, dust, etc.)

**HIGH**

Frequently exposed to extreme atmospheric conditions (temperature, noise, fumes, dust, etc.)

**WORK CONDITIONS**

N/A

**STANDARDS FOR MEASURING PERFORMANCE**

The effectiveness of the performance of the Senior Director of Strategic Initiatives will be measured by the following standards:

1. Adherence to a strategic plan, the achievement of goals, the implementation of the creation of programs and activities and the attainment of budgetary targets.
2. Quality and level of employers and partners support achieved in relation to plan, timeline, and goals.
3. Quality and level of effectiveness in building community relationships among all constituent groups cited above.
4. Ability to leverage employer and partner support to advance identified community workforce initiatives.
5. Coordination with staff in planning and orchestrating HRCAP initiatives relevant to program needs and strategic direction.
6. Overall contribution to the achievement of the organization's mission and objectives.

**Salary: Negotiable**

**Application:** Qualified individuals should apply at 2410 Wickham Avenue, Newport News, VA., 23607. Office hours are 8:00 A.M. to 5:00 P.M. Monday through Friday. You can also visit: [www.hrcapinc.org](http://www.hrcapinc.org) to print an application and mail to P.O. Box 37, Newport News, VA, 23607

**Closing Date:** The position is open until filled.

Hampton Roads Community Action Program is an Equal Opportunity Employer