



VACANCY ANNOUNCEMENT

Career Navigation Specialist – Jobs Work Arundel and SNAP

Anne Arundel Workforce Development Corporation (AAWDC) is a nationally recognized, innovative workforce development organization that provides high quality workforce development services to drive purposeful change in Anne Arundel County and across Maryland. AAWDC is the bridge between understanding the workforce and talent development needs of local and regional businesses and preparing individuals to meet their full career potential. AAWDC's vision, mission, and core values are at the heart of the way the organization achieves success.

We are seeking a **Career Navigation Specialist**. This is a full-time position reporting directly to the Director of Jobs Work Arundel (JWA) Initiative. The Career Navigation Specialist will develop customized career pathways for individuals that possess entry-level and intermittent employment; mid-career experience; and advanced-level skills and experience. The Career Navigation Specialist will identify and solve any barriers that are impediments to employment. The Career Navigation Specialist will assess skills, knowledge and aptitude to assist in the development of a customized career pathway plan. The Career Navigation Specialist will assess occupational training needs that aligns with both local and regional labor market and career pathway plan. Training determinations will be developed in partnership with Industry Talent Consultant.

The Career Navigation Specialist will work with customers on barriers that impede a customer's ability to engage in their career pathway. During the development of their customized career pathway plan, the Career Navigation Specialist will include a plan for addressing barriers concurrent to job-readiness activities.

The Career Navigation Specialist will work collaboratively with the Industry Talent Consultant in determining customer eligibility and suitability for occupational training. The Career Navigation Specialist is responsible for ensuring customers receive job-readiness services including resume development, successful interviewing strategies, successful job search strategies, soft-skills and customer service training. The Career Navigation Specialist and the Industry Talent Consultant will work collaboratively in determining the timing of occupational training along with placement strategies that will include work and learn; internships; on-the-job training; work experience and other customized experience-based activities.

The Career Navigation Specialist is responsible for ensuring high quality customer service and accurately documenting customer career pathway through Maryland Workforce Exchange, Salesforce, and other reporting modalities.

RESPONSIBILITIES

Career Navigation

- Provide customers with navigational support to help identify their ideal career pathway.
- Conduct assessments to determine how to customize career pathway plans for entry-level, mid-career, and seasoned or highly-skilled customers.
- Develop job-readiness plan and ensure customers attend workshops to improve job-readiness skills, (this is based on career ladder, entry, mid-career, seasoned)
- Initiate Individual Training Accounts for customers based on pathway plan, LMI and local employment opportunity.

Job Readiness

- Performs reporting functions to include eligibility, enrollment, case management notes, work and learn placement data, follow-up information, etc. into the computer tracking system, in compliance with documentation requirements.
- Monitors numerical goals and develops and implements improvement strategies to meet benchmark objectives.
- Facilitate job-readiness workshops to improve employability and enhance soft skills
- Model the AAWDC core values of Respect, Responsiveness, Integrity, Innovation, Collaboration and Excellence.
- Attends conferences, staff meetings and AAWDC functions, as assigned.

QUALIFICATIONS & REQUIREMENTS

Education

Bachelor's degree in Public Administration, Human Services, or related field. Minimum of 5 years of experience may substitute a B.A. degree. A workforce certification is preferred. Proficiency in Microsoft Office Suite, to include Excel and Word, must be verifiable.



Experience and Knowledge

Minimum of three years of coaching/employment service experience to include candidate assessment is required. Knowledge of and experience in compliance with organizational policies, established procedures, regulatory requirements and Federal and State laws. Knowledge and experience managing Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP) core and non-core Federal guidelines and performance requirements. Use of career coaching theories and techniques must be demonstrable. Experience in preparing and conducting customer workshops or business presentations is required. Knowledge of or experience working with long-term unemployed individuals is a plus. The position requires excellent organizational skills to include the ability to prioritize work and manage deadlines successfully. Commitment to outstanding service delivery, teamwork and customer outcomes must be verifiable through references. Ability to establish mentor-type relationships with ease must be shown.

Skills and Certifications

Proficiency in Microsoft Office Suite, to include Excel and Word, must be verifiable. Knowledge Salesforce, MDWORKS, MWE Application or other customer tracking database. The position requires excellent organizational skills to include the ability to prioritize work and manage deadlines successfully. Commitment to outstanding service delivery, teamwork and client outcomes must be verifiable through references.

To Apply: Send cover letter with salary requirements and resume to jobs@aawdc.org. Best consideration by Friday, June 1, 2018.

No phone calls or mailed applications will be accepted. Only selected job applicants will be contacted.

Anne Arundel Workforce Development Corporation (AAWDC) is an Equal Opportunity Employer.