

VACANCY ANNOUNCEMENT

INTAKE AND RETENTION COORDINATOR

Status: Full-time, exempt

Reports To: VP, Career Development and Community Services

Location: Career Center

Internal Posting Date: January 08, 2020 **Posting Close Date:** January 15, 2020

General Summary/Purpose

The Intake and Retention Coordinator is under the supervision of the VP, Career Development and Community Services. The Coordinator is responsible for the eligibility determination process as well as enrollment of a participant in relevant program(s). The function ensures that all the eligibility requirements are met as well as the most appropriate program is chosen to reach the optimal outcome for a participant. The position ensures that AAWDC core programs adhere to eligibility and follow up requirements and policies. The position also is responsible for conducting follow up services to ensure job retention and career progression for each participant.

Specific Duties & Responsibilities

- Conduct eligibility determination and enrollment of youth and adult participants;
- Enroll participants in appropriate program(s);
- Provide guidance and technical assistance to staff on eligibility requirements and documentation processes, including the use of the Maryland Workforce Exchange and other databases;
- Conduct information sessions/orientations for participants;
- Coordinate and conduct follow up activities for participants who achieved their set goals;
- Track all the intake and follow up activities and provide relevant reports;
- Other duties as assigned.

- B.A. degree in human resources, human services, education, social services, public administration or related field is required.
- Three or more years in human services/case management experience.
- A minimum of 1 year experience working with persons/ job seekers, special populations, is preferred.
- AAWDC Equivalency Formula: 30 undergraduate degree credits (semester hours) or 18 graduate degree credits may substitute for one year of experience. Additional related experience may substitute for required education on the same basis. For jobs where equivalency is permitted, up to two years of non-related college course work may be applied towards the total minimum education/experience required for the respective job.

Preferred Qualifications

- Knowledge of career counseling theories and techniques, including the impact of cultural values and unique needs of a targeted populations, must be demonstrable.
- Knowledge of and experience in working within a regulatory environment: compliance with organizational policies, established procedures, federal, state and local regulatory requirements and laws.

Special Knowledge, Skills, And Abilities

- Highly analytical, perceptive, curious and with sound judgment.
- Proactive attitude and problem-solving ability.
- Excellent written and verbal communication and customer service skills.
- Commitment to outstanding service delivery, teamwork and client outcomes must be verifiable through references.
- Ability to work individually and within a highly collaborative team environment.
- The position requires intermediate skills in Microsoft Office Suite, to include Excel and Outlook.

Internal Applications

If you meet the qualifications above, please submit your cover letter and resume, to jobs@aawdc.org. *Internal applications will be accepted through August 2, 2019.*

Anne Arundel Workforce Development Corporation is an equal opportunity employer, with a strong commitment to a diverse workforce. We encourage all qualified applicants to apply regardless of gender, age, color, national origin, disability, or any other protected characteristic.