



PROGRAM NAVIGATOR (Grant Funded – 18 months)

Filing Deadline: 4:00 p.m., Thursday, June 18, 2020

Salary: \$5,200 Monthly

The Position:

The Program Navigator, under the direction of the Special Grants Manager, will act as a liaison between employers, agencies, and other resource providers to assist persons with barriers to employment including, but not limited to persons with disabilities, veterans, ex-offenders, English language learners, and the homeless in successfully accessing and utilizing available education, training, and employment opportunities and navigating through the complex systems of the many programs in which they may be participating. **Candidates must be fluently bilingual in Spanish.**

Examples of Duties: (Include, but are not limited to, the following)

Serve as an expert on workforce development issues and policies impacting individuals who are seeking education, employment, skill development, job retention assistance, or career advancement through the adult education and workforce development systems.

Serve as a resource within the workforce development community and to outside agencies to ensure the availability of comprehensive knowledge of federal, state, local and private programs that impact the ability of individuals who have significant barriers to employment to enter and remain in educational programs and the workforce.

Develop linkages and collaborate with the adult education system and numerous community agencies to facilitate access to services for persons with significant barriers. Assist employers with information and resources specific to hiring individuals who have significant barriers to employment.

Ensure that the Workforce Assistance Center facilities, services, programs, and equipment are accessible to all individuals, including ensuring the availability of publications and materials in alternate languages, as needed.

Conduct outreach to and coordinate with community and faith-based organizations who serve individuals with barriers to employment. Foster linkages between these organizations operating through the adult education and workforce development systems. Develop and deliver presentations to community and partner organizations regarding the issues facing the target population, resources available, and opportunities for strengthening the collaborative delivery of needed services.

Develop, implement, plan and organize Integrated Resources Teams, plan and organize collaborative meetings by setting meeting dates, coordinating participation, and preparing and distributing meeting materials.

Research and implement appropriate strategies to provide comprehensive services to individuals including, but not limited to, various approaches to enhance long-term economic self-sufficiency, access to wrap-around services and supports, and literacy education and training.

Provide case management services to individuals participating in WIOA programs, including identification of supportive service and educational needs, referrals to other community agencies, tracking participation and outcomes, and facilitating placement in employment, as needed.

Facilitate the collection of participant data that may be required to complete program reports and effectively evaluate projects and services.

Qualifications:

Completion of a Bachelor of Arts Degree in social work, psychology, sociology, education, or other related field required. A minimum of two years of experience working with programs which required extensive coordination between agencies, employers, or other community resources including experience working with persons who have significant barriers to employment and experience in coordinating and facilitating group interactions, meetings, and/or training.

A valid California driver's license is required.

Required Application Materials:

To be considered, applicants must submit:

- Application Cover Letter
- Completed Madera County Workforce Investment Corporation Application
- Current Resume
- A Minimum of Two Professional Reference Letters (dated within 30 days of the date of your application submission)

Application materials are available from:

Maiknue Vang, Deputy Director
Madera County Workforce Investment Corporation
2037 West Cleveland Ave
Madera, CA 93637
(559)662-4503

A CalJOBS application cannot be substituted for the Madera County Workforce Investment Corporation application. Application materials may be mailed, hand-delivered, or emailed and must be received prior to 4:00 p.m., Thursday, June 18, 2020 to be considered. Completed applications should be submitted to the individual and address above. If emailing your application materials, please send them to HR@maderaworkforce.org.

Complete application packages received by the deadline will be screened against the position qualifications. Only the most qualified applicants, based on the information provided in the application package, will be invited to participate in the oral panel interview (date to be determined).

The Madera County Workforce Investment Corporation is an equal opportunity employer. All qualified individuals are encouraged to apply. Auxiliary aids and services are available, upon request, to individuals with disabilities.



POSITION TITLE: PROGRAM NAVIGATOR

SALARY RANGE: \$5,200/month

SUMMARY:

Under the direction of the Special Projects Manager, acts as a liaison between employers, agencies, and other resource providers to assist persons with barriers to employment including, but not limited to persons with disabilities, veterans, ex-offenders, English language learners, and the homeless in successfully accessing and utilizing available education, training, and employment opportunities and navigating through the complex systems of the many programs in which they may be participating.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Serve as an expert on workforce development issues and policies impacting individuals who are seeking education, employment, skill development, job retention assistance, or career advancement through the adult education and workforce development systems.

Serve as a resource within the workforce development community and to outside agencies to ensure the availability of comprehensive knowledge of federal, state, local and private programs that impact the ability of individuals who have significant barriers to employment to enter and remain in educational programs and the workforce.

Ensure that the Workforce Assistance Center facilities, services, programs and equipment are accessible to all individuals, including ensuring the availability of publications and materials in alternate languages, as needed.

Conduct outreach to and coordinate with community and faith-based organizations who serve individuals with barriers to employment. Foster linkages between organizations operating through the adult education and workforce development systems. Develop and deliver presentations to community and partner organizations regarding the issues facing the target population, resources available, and opportunities for strengthening the collaborative delivery of needed services.

Develop, implement, plan and organize Integrated Resources Teams, plan and organize collaborative meetings by setting meeting dates, coordinating participation, and preparing and distributing meeting materials.

Research and implement appropriate strategies to provide comprehensive services to individuals including, but not limited to, various approaches to enhance long-term economic self-sufficiency, access to wrap-around services and supports, and literacy education and training.

Train agency and partner staff on the unique employment needs of individuals with barriers and

the services and resources available to them.

Provide case management services to individuals participating in WIOA programs, including identification of supportive service and educational needs, referrals to other community agencies, tracking participation and outcomes, and facilitating placement in employment, as needed.

Facilitate the collection of participant data that may be required to complete program reports and effectively evaluate projects and services.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Unique challenges experienced by persons who have barriers to employment including, but not limited to persons with disabilities, veterans, ex-offenders, English language learners, and the homeless.

Laws and regulations impacting program functions and services.

Skills in time management.

Appropriate resources and services available.

Needs assessment techniques.

Planning and coordination of staff development/training programs.

Program evaluation techniques.

Interpersonal skills including tact, patience, and courtesy.

Operation of a computer and assigned software.

Recordkeeping and report writing techniques.

ABILITY TO:

Apply program rules, policies, and regulations.

Prepare accurate program reports.

Work flexible hours, including some evening and weekends.

Follow agency protocols and procedures.

Establish and maintain cooperative, professional relationships with staff, colleagues, agency partners, and the community.

Plan and coordinate staff development programs.

Travel to and attend required meetings, trainings, and conferences.

Evaluate and analyze complex problems, issues, and concerns and render judgment, make timely and effective decisions, and solve problems efficiently.

Plan and organize work.

Operate a computer and standard office equipment.

Communicate effectively both orally and in writing, to include formal and informal presentations through a variety of modalities and to a diverse audience.

Prepare and maintain records and reports related to assigned activities.

Work independently with little direction.

EDUCATION AND EXPERIENCE:

Completion of a Bachelor of Arts Degree in social work, psychology, sociology, education, or other related field required. A minimum of two years' experience working with programs which required extensive coordination between agencies, employers, or other community resources including experience working with persons who have significant barriers to employment and experience in coordinating and facilitating group interactions, meetings, and/or training.

LICENSES AND OTHER REQUIREMENTS:

Possession of a valid California Class C driver's license. Incumbents must be insurable by the liability carrier for the Madera County Workforce Investment Corporation.

WORKING CONDITIONS:

ENVIRONMENT:

Office and/or public environment.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Stamina to perform multiple assignments and tasks with many interruptions and deadlines while under a variety of circumstances including critical, intense, or urgent situations.
Communicating to exchange information in person or on the telephone.
Sitting, standing, or walking for extended periods of time.
Operate a computer and effectively utilize a variety of software and on-line tools.
Reading a variety of materials.
Reaching with hands and arms or bending at the waist to retrieve documents/files.
Lifting or carrying up to 10 lbs.