

Workforce Development Director

Effective Date: January 2018

Position: Workforce Development Director

Employment Status: Full-time, Exempt

Position Summary: Responsible for daily operations of the Missouri Job Center in Maryville. Responsible for the implementation of both State and Federal Employment and Training related programs including, but not limited to those associated with the Workforce Innovation and Opportunity Act program and the Wagner-Peyser Act.

Program Management

1. Oversee the daily operation of the Missouri Job Center serving the counties of Atchison, Holt, Nodaway, Worth, and Gentry in Northwest Missouri. Work with Missouri Job Center partners to provide quality and timely services to businesses and job seekers.
2. Ensure that all programs administered within the Missouri Job Center are in compliance with federal and state laws and regulations.
3. Work with Fiscal staff to create, revise, and review the department budget.
4. Ensure workforce development staff is meeting or exceeding contracted performance measures.
5. Organize and maintain budgets with assistance from RCOG administrative staff in accordance with program requirements and contract proposals.
6. Supervise Regional Council workforce development staff.
7. Developing new projects and resources to meet the workforce development needs of area businesses and job seekers.
8. Promote workforce development programs to area business, job seekers and partners.
9. Analyze data at regular intervals to improve the quality of services and programs.
10. Assist with maintaining the Job Center's social media and www.jobs.mo.gov with job postings for area businesses.

Case Management

1. Responsible for the recruitment of job seekers ages 14 and older to participant in the Missouri Job Center programs.
2. Maintain proper documentation of customer's information, activities, and case notes entered into MoJobs ensuring proper documentation is available to support program eligibility and services received.
3. Assist customers with defining their career pathway through the use of formal and informal assessments including but not limited to identifying skills, aptitudes, interests, barriers to their success and supportive service needs.
4. Recommend and deliver a variety of employment and skill development services for customers addressing their needs in the areas of education, employment, and supportive services in both group and one-on-one settings to customers with diverse backgrounds.
5. Develop and update individualized Employment Plans (IEPs) with customers that establish appropriate career goals and detail specific plans for Job Center services, skill development activities, and job search strategies.

6. Facilitate and deliver workshops and group sessions instructing customers on various skills, including basic skills development, customer service, computer skills, and job search skills as needed.
7. Supervise subsidized worksite locations as needed.
8. Maintain knowledge of other community agencies' programs and training offered; maintain communication with and refer individuals as appropriate to other community and partner agencies.

Other General Duties

1. Assist other staff members with projects, programs, and goal completion.
2. Attend weekly staff meetings and occasional Regional Council board meetings.
3. Remain knowledgeable of other staff member projects and policies of the Regional Council as a whole.
4. Travel as necessary to trainings, workshops, and other meetings. Some travel may require overnight stays.

Minimum Qualifications:

Education: BA/BS, prefer focus on social work or related field.

Experience Level: 2-4 years of experience preferred

Other: Experience with the Microsoft Windows operating environment, including Microsoft Office. Valid driver's license and auto insurance. legally eligible to work in the United States.

Skills and Abilities:

Excellent writing and public speaking skills are required. Attention to detail is paramount, as is the ability to follow procedures, fill out and file paperwork, and meet deadlines. In addition, position requires multi-tasking, organization, interpersonal communication, and excellent phone/customer service etiquette.

Work Environment:

80% of time at the Missouri Job Center
20% of time at state, regional or local meetings

Essential Functions

- **Ability to sit at work stations or meetings for long periods of time.**
- **Frequent standing at presentations or when interacting with the public.**
- **Frequent oral communication with public and staff.**
- **Ability to read and write English.**
- **Occasional lifting up to 30 lbs.**
- **Ability to remain calm and helpful while dealing with the customers.**
- **Ability to drive in order to attend meetings and conduct outreach as needed.**