



PACIFIC MOUNTAIN  
**WORKFORCE**  
 DEVELOPMENT

**POSITION TITLE:**

**WORKFORCE DEVELOPMENT  
 SPECIALIST-WorkFirst**

**POSITION DESCRIPTION**

**Reports to: Senior Program Specialist**

**Type of Position:**

**Starting Salary Range: \$3,707 – 4,014 Full**

**Regular Full-Time**

**Salary Range: \$3,707 - \$4,934**

**Regular Part-Time**

**Temporary**

**FLSA:  Exempt  Eligible**

**JOB SUMMARY:**

Provides a variety of individual services such as job development, training, testing and counseling services, utilizing a case management model, to assist TANF recipients in removing significant employment barriers and assist them in gaining employment. The primary purpose of this position is to create and enhance work based learning opportunities that support pathways out of poverty and mitigate the generational effects of poverty on TANF recipients through employment.

**JOB FUNCTIONS:**

1. Provide ongoing case management which includes coaching/support for work-related issues as well as barrier and stacked activities.
2. Works closely with public and customers to explain detailed regulations and procedures; advises regarding rights and advantages. Uses discretion in handling difficult customers and remains professional with employers and worksites.
3. Performs basic accounting tasks as needed, such as vouchers, writing checks, balancing checking accounts, or general purchasing.
4. Determines customer eligibility for a variety of WorkFirst programs. Refers customers to appropriate programs, agencies and/or resources. May refer ineligible individuals to other community agencies or resources.
5. Provides comprehensive evaluation of employment and training needs. Assesses customer skills by interviewing, testing and other methods.
6. Works with customers to develop individual training plans, engage employer placement contacts, and counselling. Assists clients with job placement, including job-search classes, labor market analysis and employment contacts.
7. Assesses customer need, authorizes, and facilitates supportive services to assist in removing barriers that may prevent successful completion of the program.
8. Monitors and records participant data into eJas or other identified management information systems.

9. Process case load billing, WEX WC and CJ cover sheets. Ensure billing accuracy.
10. Maintains case files as directed to meet customer follow-up and program evaluation needs.
11. Assure that files, purchase orders and eligibility documents are consistent and meets requirements.
12. Assure appropriate and compliant processes for participant eligibility verification.
13. Assure that records, files, plans, and reports are current.
14. Interacts and coordinates services with other state and local agencies and programs. Maintains strong working relationships with DSHS.
15. Provides counseling for customers with employment or educational barriers. May assess clients with physical or mental disabilities and make appropriate referrals to related services.
16. May facilitate group processes including workplace readiness training, testing, workshops, orientations and job clubs.
17. Ensures nondiscrimination and equity in the delivery of services.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

1. Knowledge of workforce development programs, services, techniques, and performance.
2. Excellent customer service skills.
3. Experience with customer assessment, program eligibility, counseling techniques and providing support and training services.
4. Ability to understand, interpret and follow federal, state and local policies and regulations.
5. Ability to gather, analyze, and interpret data to present ideas, conclusions, and factual data in clear and concise written and oral formats.
6. Strong verbal and written communication skills.
7. Must be organized and possess multitasking skills.
8. Skilled in planning and prioritizing work effectively, working independently and with minimal supervision.
9. Ability to work with job seekers and business customers.
10. Experience working effectively and respectfully with diverse populations.
11. Able to maintain high levels of confidentiality, credibility and professionalism.
12. Proven experience with Microsoft Excel, Word and Outlook.

**WORKING CONDITIONS/PHYSICAL REQUIREMENTS:**

The work is performed in an office environment. Minimal bending, stooping, kneeling or lifting involved. Position requires travel within workforce delivery area boundaries.

**OTHER:**

None

*PacMtn is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Relay 711.*