



### General Summary of Classification:

Proficiently performs all the job duties required of a Job Developer; provides targeted assistance with transitioning program participants from assistance to self-sufficiency; provides case management utilizing an array of supportive services to stabilize each participant's situation and support their efforts in becoming job ready, gaining the job skills, job training or work experience that leads to sustained employment and self-sufficiency; focuses on each participant's strengths, needs and barriers, including their specific family situation, and works with them to develop and implement a plan to support their goals of employment & independence; serves as lead worker and supervisor's backup; performs other duties as assigned.

### Examples of Primary Tasks, Duties and Responsibilities (TDR):

*NOTE: This is not a job description. The following examples are intended to be illustrative of the nature and scope of TDR that are typically assigned to positions in this job classification. Examples below are not all comprehensive. Actual assigned TDR may vary based on operational needs.*

- Serves as the team's Lead Worker; assists supervisor with training staff, managing workloads, and ensuring ongoing compliance with strict and complex program requirements and regulations; provides guidance and assistance to staff; assists with monitoring programs' requirements and regulations for changes; assists with training staff on implementing changes;
- Proficiently performs designated assessments and interviews to identify each participant's readiness for and barriers to employment; develops and implements case management plans incorporating VIEW program support services focused on each participant's strengths and needs; addresses barriers and challenges to obtaining and maintaining employment; connects each participant with the appropriate resources and programs needed to obtain the education (high school diploma or GED), training, other job readiness skills and experience necessary for pursuing job opportunities, job placement, job retention and job advancement; ensures each case management plan & participant meets strict program requirements;
- Counsels participants, monitors progress & compliance and makes adjustments to as needed to best promote participant's success; accurately creates and maintains up-to-date detailed plans, reports and other related and required documentation;
- Performs other duties as assigned.

### Knowledge, Skills and Abilities (KSA) Typically Required:

- **Occupation-specific:** Demonstrates a thorough working knowledge of VIEW, TANF and other relevant state and federal assistance programs and regulations, and other relevant community resources & assistance programs; employment training and work experience programs, projects and resources; impact of current social, economic, cultural and health concerns at participant, family and local community levels; professional integrity and effective case management skills; develops, maintains and uses a sound understanding of each participant and their socioeconomic circumstances to encourage self-sufficiency, work participation and to identify appropriate available resources to support participants' efforts.
- **Technical:** Sound computer skills with the ability to use computer and typical business software, proprietary software and applications, and various wireless technologies and peripherals for communications and to complete assigned tasks.
- **Interpersonal, Communication and Customer Service:** Establishes a supportive rapport with staff and participants while maintaining appropriate professional boundaries; uses effective interview and data collection skills; communicates clearly and concisely in easy-to-understand terms; excellent collaborative skills; works well independently and as part of a team.
- **Decision-making and Authority:** Routinely demonstrates excellent critical thinking, professional judgement and attention to details; resolves & assists staff with resolution of a wide variety of questions and issues within established policies, guidelines, requirements and procedures; routinely makes sound decisions independently; appropriately seeks guidance as needed; serves lead worker/supervisor backup assisting with staff training, managing workloads, ensuring compliance.
- **Leadership:** Lead Worker. Supports the team's supervisor by assisting with training staff, monitoring workloads, managing work assignments, serving as a resource to staff, assisting staff with program changes and compliance; serves as supervisor's backup as needed; serves as the primary point of contact for own assigned caseload of program participants.
- **Environment:** Typically works in an office setting; may be required to work in other job-related settings as needed.
- **Physical:** Visual and hearing acuity sufficient to recognize engage in effective assessments, interviews, investigations, & collaborations. Physical ability sufficient to perform assigned duties in duty-related locations as needed.

### Minimum Education and Experience:

**Education:** Four (4) year degree in social work or other relevant field, relevant master's level degree preferred;

**Experience:** Two (2) years of relevant experience preferred;

**OR:** Any equivalent combination of experience and training which provides the necessary knowledge, skills and abilities.

### Other Requirements (License, Certifications, Training, etc.):

- Valid driver's license to perform assigned duties at various locations.
- May be required to travel and work a flexible or on-call schedule.
- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Successful completion of NIMS ICS 700. Additional NIMS ICS training courses may be required.

NOTE: This is a class specification and not an individualized position description. A class specification defines the general nature and scope of duties and responsibilities of positions in a job classification Class specs are not intended to describe and does not list all of the job duties and responsibilities that may be assigned to a specific position in a job classification.