

ORANGE COUNTY ASIAN AND PACIFIC ISLANDER COMMUNITY ALLIANCE

OCAPICA

JOB DESCRIPTION

Title: Workforce Navigator

Division: OCAPICA – Workforce Development

FLSA: Non-Exempt

Supervisor: Program Director/Manager

Summary

Under the supervision of the Program Director/Program Manager, the Workforce Navigator (WN) in the English Language Learner Pilot Program will build relationships with community organizations and business in order to find employment and/or training opportunities for English Language Learners. The position is also responsible for documenting client participation and progress as specified by funding source requirements as well as developing ideas for new programs and services that benefit adult learners in the transition phase. The WN will assess the preferences, values, and needs of program participants with the needs of the organizations and businesses with which he/she has developed a relationship. The WN will effectively establish relationships and partnerships with organizations and businesses, identify and/or develop workforce opportunities in certain business sectors or industries. The WN will provide appropriate referrals for participants in need of employment and vocational training services. The WN will help participants by linking them to local community resources and/or to employment opportunities that will develop pathways to a self-sustaining lifestyle.

Essential Functions

Program (85%)

- Identify and network with community organizations and businesses, and develop career opportunities for participants.
- Work with participants in need of employment services and/or other related services to and refer them to employment opportunities and/or appropriate local community resources.
- Assist with coordination of employment related events and activities, career fairs, career exploration events, etc.
- Assist in evaluating and monitoring progress of participants' job skills, English language skills, work performance and job opportunities.
- Record and monitor job development and placement activities.
- Meet regularly with on-site ESL Instructor to ensure participant is continuing to engage and attend ESL courses and coordinate with ESL Instructor in ensuring participant is utilizing and/or has access to additional resources offered through NOCE (North Orange County School of Continuing Education).
- Serve as the liaison between participants, employers, NOCE, Vocational Training programs, and OC One-Stop staff.
- Assist participants with enrolling into vocational training programs.
- Research periodic reports of employment opportunities and employment trends in the labor market.
- Create job leads and maintain OCAPICA's job blog on a regular basis.
- Maintain timely and accurate documentation of service contracts in accordance with agency and contractual guidelines for quality assurance.
- Develop and facilitate program workshops.
- Provide case management support to assist participants to eliminate obstacles that may interfere with employment or job retention.
- Participate in staff meetings, trainings, case conferences, events and workshops.
- Assess participant needs and issue supportive services as deemed necessary.
- Assist in other functions related to employment services within the program as needed.
- Perform any other functions as needed by management and agency.

Administration (15%)

- Conduct orientation for participants beginning ELL.
- Maintain participant file in coordination with WIOA guidelines.

Minimum Qualifications - Knowledge, Skills and Abilities Required.

- *Fluent in one of the following languages: Arabic, Persian, Vietnamese, and/or Spanish*
- Bachelor's Degree or equivalent experience
- Ability to work in multidisciplinary team of care including peers, employers, and families.
- Ability to work independently.
- Ability to provide case management services for different levels of care as required by the needs of the client and family members.

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- Demonstrated knowledge and sensitivity to various cultures and underserved populations.
- Valid and current California Driver's License, proof of auto insurance, and reliable transportation.
- Ability to do some travel for conferences, meetings, and trainings.
- Verification of employment eligibility, and background clearance required.
- Ability to work evening, overtime, and weekends may be required

Non-Essential Qualifications - Knowledge, Skills and Abilities

- Experience working with various populations.
- Familiarity in job/career development, as well as with service providers, employers, and business sectors in the region.
- Ability to work independently.

Supervisory Responsibilities

No supervision of employees required at this time but may supervise interns and/or volunteers.

Environmental Conditions (Working Conditions)

The environment for this position is an office environment (may include shared space), and community (field), based settings. Driving in all weather conditions required.

Physical Requirement

In the course of performing this job, the incumbent typically spends time sitting, standing, driving, walking, typing, filing, listening and speaking.

Mental Requirements

The incumbent in this position must be able to accommodate to any/all of the following: tolerance for distractions and interruptions; uncontrollable changes in priorities/work schedules; be able to process information, think, and conceptualize.
