



WORKFORCE DEVELOPMENT BOARD
OF SOLANO COUNTY

Employer Resource Network Success Coach (Spanish)
(Manager)

Functional Description

\$70,666.13 - \$88,252.32

Salary Range

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

Definition

Under the direction of a Division Director or Unit Manager, performs a variety of mid-level professional and technical assignments required of a specific division or unit of the Workforce Development Board (WDB) of Solano County, Incorporated. Responsibilities include, but are not limited to, participating in, and upholding the values and processes devoted to continuous quality improvement in all Employer Resource Network (ERN) activities, client/applicant interviews, career and vocational counseling, employee assistance plan completion, referrals to various programs and agencies, and transmission of necessary paperwork, conducting workshops, follow-up services, job retention strategies, training and advancement opportunities.

Supervision

This is an entry-level management classification with limited supervising responsibilities. The incumbent will have a minimal range of responsibility and authority in meeting goals within the ERN.

Essential Functions of the Position

- Responsible for the initial and comprehensive assessment of all potential employee members seeking help;
- Develops oral assessment and individual employment assistance plans with employee members;
- Makes program referrals and recommendations to employer, worksite employees, agencies, community-based organizations and assist with completing social service applications, as needed;
- Helps employees in accessing tools, training, or services they need to overcome their barriers(s) to employment;
- Works in conjunction with ERN members' human resources, supervision and management to help identify employees in conflict;
- Identifies additional barriers to employment and assesses appropriateness of training/educational services;

- Completes accurate and timely Management Information (MIS) paperwork, manuals, and other related forms/assigned work, as required. Responsible for all MIS data entries documenting services and activities employee members are involved in for follow-up;
- May conduct a variety of group and one-on-one workshops and coaching/mentoring sessions for employee members of the ERN;
- Works with employer members to identify and implement incumbent worker training;
- Assists with the development of all ERN's published material;
- Builds and maintains current information on all social services available to employee members and provide information on how to obtain services;
- Coordinates services with provider(s) according to employee assistance plan;
- Implements job retention strategies to facilitate the retention and advancement of the ERN;
- Periodically analyzes reports on projected performance metrics for employee members to ensure ERN measures are met;
- Communicates effectively and professionally between employee members, employer, and other stakeholders at the worksite;
- Provides detailed daily/weekly/monthly progress reports and activities using ERN devised formats;
- Responsible for planning, coordinating, and building collaboration around ERN needs;
- Manages and oversee the administrative requirements of the assigned project;
- Develops expertise and serve as an internal subject matter expert for the ERN;
- Builds and/or maintain strong relationships with key stakeholders, training providers, community-based organizations, business leaders at multiple levels;
- Represents the organization to customers, the public, government, and other external partners and stakeholders related to ERN;
- Collaborates with staff and other units to effect implementation of ERN;
- Monitors and evaluates ERN's effectiveness, success, and return on investment periodically and report on them;
- Analyzes systems and processes and make continuous improvement recommendations so ERN members can assist employer members in achieving desired program outcomes; and
- Performs other job-related duties as assigned; and
- The ideal candidate will be fully bilingual in English and Spanish.

Minimum Qualifications and Employment Standards

Knowledge Of

- Effective interviewing, job search, and retention techniques;
- Assess the needs of economically disadvantaged and underemployed individuals;
- Various community resources as well as partner staff: Who they are, Where they are, and How they can help;
- Job coaching techniques;
- Thorough knowledge of the current theory and application of subjects such as job retention and career advancement;
- Working knowledge of the principles of adult basic education and theory;
- Career, vocational, and/or employment counseling techniques, especially employability services;
- Performance management tools and techniques;
- Familiarity with traditional and modern workforce training methods and principles (vocational, pre-vocational, classroom training, e-learning, workshops, simulations,

- apprenticeships, etc.);
- Career pathway and stackable credentials concepts;
- Proficient in Microsoft Office Suite programs; and
- Knowledge and expertise in training concepts, as well as making presentations to a group of diverse socio-economic individuals.

Skills

- Operate the following office equipment: computer, printers, copy and fax machines, etc.
- Develop, maintain, and enhance Excel spreadsheets for reporting purposes;
- Excellent presentation skills with the ability to maintain attention, as well as setting up positive environment and establishing career goals;
- Great customer service skills, providing a professional working and learning environment;
- Career, vocational, and/or employment coaching/counseling techniques;
- Excellent communication and leadership skills;
- Strong writing and record-keeping ability for reports and training manuals;
- Excellent time management and performance management;
- Good computer and database skills;
- Excellent time management and performance management; and
- Data entry within Automated Case Management System.

Ability To

- Support employee- members of various socio-economic groups, as well as interactions with other agencies, social services, and community partners;
- Interpret employment and career data;
- Develop workshop curriculum and prepare workshop materials;
- Monitor individual employee member vocational training contracts as needed;
- Navigate the world of work, including the hiring, advancement, and retention aspects of employment;
- Serve as a critical aide in helping employee members become and remain successful on the job;
- Complete and review paperwork requiring a high degree of accuracy and attention to detail;
- Maintain regular contacts with employee and employer members to ensure continuing job retention activity;
- Assess participant's retention issues and develop corrective/alternative actions to move them forward to re-employment or job advancement;
- Communicate effectively and be articulate with all levels of employees; and
- Analyze project follow-up results in regards to performance impact.

Education and General Experience

Any combination of education or experience, which would provide the required knowledge and abilities, is qualifying. Options include:

Graduation from an accredited college or university with a bachelor's degree in counseling, Sociology, Psychology, Human Services, Public Administration, Business Administration, or related field with a minimum of three years full-time paid experience in the field of training and/or employment programs or a related position;

OR

A master's degree in one of the above course work areas, with a minimum of two year full-time paid experience in the field of training and/or employment programs or a related position;

OR

A minimum of years of related full-time paid experience in the field of training and/or employment programs or a related position.

Additional Requirements of the Position

- Regular attendance and punctuality are part of all employees' job responsibilities. It is the employer's expectation that all employees are present and on time every day.
- Possession of a valid Class C California Driver's License (or the ability to obtain one by the start date) may be required for this position, however alternate forms of transportation will be considered on a case by case basis. The employee will be responsible for providing their own transportation for routine travel related to agency business.
- If the employee is driving their own personal vehicle, the employee must maintain a valid Class C California Driver's License, current automobile insurance, and a driving record that complies with the standards set by the Employer's Insurance Carrier. This requirement is mandatory and cannot be waived; and
- Ability to attend after-hours events.