

YOUTH WORKFORCE MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for oversight of the WIOA Youth Program, by providing vocational guidance and related services to individuals participating in various aspects of local Workforce Development Programs. Employees will assist program participants in formulating and monitoring employability plans, which may include remedial education, work experience, specialized skill training and related supportive services. Duties will also involve developing training and placement opportunities with public or private employers and/or training institutions and monitoring or evaluating the implementation of employment and training programs. Work performed under general supervision with leeway for independently carrying out job objectives. Coordination and supervision will be exercised over the work of all seasonal hires under the Youth Program, and may include some supervision of other staff assigned to assist.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

- *Interviews participants to obtain and evaluate information related to prior work experience, education, specific skills, personal and social background and other information, to aid in formulating employability or training plan;
- *In partnership with participants, formulates individual employability plans;
- *Assists participants in identifying and obtaining supportive services as needed;
- *Provides information to participants regarding job opportunities, training or apprentice programs, and vocational education opportunities;
- *May make home or work-site field visits to assess participant progress;
- *Administers vocational and aptitude tests, and has a good working knowledge of eligibility and program requirements;
- *May conduct orientation and/or informational sessions with client groups regarding career opportunities in the community;
- *Will develop and maintain a working relationship with Schools, Businesses, Probation, SC Jail, Foster Care, substance abuse providers, mental health providers and any other areas to assist local Youth;
- *Manage all Out-of-School Youth cases;
- *Actively recruit participants by educating the community on services offered;
- *Collects, compiles and interprets economic and demographic data to assist in the formulation of program plans;
- *Maintains and updates client program records, employability plans and progress reports using electronic databases;
- *Provides and receives relevant information to both applicants and employers;
- *Provides reports on participant status on a monthly basis to the Director;
- *Works closely with other WIOA staff and County partners for the referral of participants, training avenues, market trends and service directories;
- *Monitor all In-School Youth contracts while working with the Contractor, the School and the Youth in school;

- *May present workshops and training events for the participants and businesses;
- *Makes recommendations for changes in policies and procedures;
- *Manage all aspects of the Summer Youth Employment Program (SYEP);
- *Any other duties assigned.
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FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of the cultural, environmental and personal factors influencing the lives of persons who are economically disadvantaged, low income, or unemployed; good knowledge of interviewing and/or counseling practices and procedures; good knowledge of the workforce development program objectives; good knowledge of social science concepts related to poverty and unemployment; good knowledge of principles, practices, and techniques of social and demographic research and analysis; ability to collect, organize and interpret data and information relating to workforce development programs and projects; strong customer service skills; ability to seek and develop jobs for clients; ability to establish and maintain effective working relationships with clients, nonprofit organizations, governmental agencies and employers; good computer skills including knowledge of word processing and excel programs; ability to express oneself clearly both orally and in writing; ability to understand oral and written directions; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York Board of Regents to grant degrees with a Bachelor's degree or higher; or
- (B) Graduation from a regionally accredited college or university or one accredited by the New York Board of Regents to grant degrees with an Associate's degree and two (2) years' experience in a position requiring strong customer service interaction in human services, healthcare or youth-oriented field; or
- (C) Graduation from high school or in receipt of a high school equivalency diploma and six (6) years of experience in a position requiring strong customer service interaction in human services, healthcare or youth-oriented field.

Note: Acceptable youth-oriented field means that the experience involved the engagement of youth within communities, schools, organizations, peer groups and families, which promoted positive outcomes for young people and supported their needs and encouraged the development of programs that reduce risks and strengthen adversity.

Created 6/29/22-Loreen J. Gebelein, Director CWD