



The Face of
Independence

GOODWILL OF ORANGE COUNTY

Goodwill of Orange County Job Description

Approved:

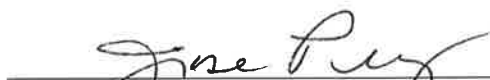

Chief Operating Officer

Date

12/10/13

Effective: 11/16/2013

Approved:


Sr. Director of Human Resources

Date

11-16-13

MISSION:

Goodwill is in the business of helping people who are facing barriers, to get and keep jobs which provide purpose, pride and dignity. We believe the power of work changes lives.

The expectation of this position is to achieve organizational, team and personal goals in alignment with our Strategic Vision Priorities and through living out our organizational Values.

STRATEGIC VISION PRIORITIES:

- Increase donations and maximize their value in a cost efficient way.
- Increase the profit contribution of our businesses by improving their operational effectiveness.
- Increase our visibility in the community and raise greater awareness of Goodwill's mission.
- Increase and focus resources on services that that will help the most people with barriers get and keep jobs.

VALUES:

- Goodwill Brand
- Independence
- People Working & Learning Together
- Innovation & Growth
- Integrity
- Accountability
- Customer Satisfaction
- Environmental Responsibility

JOB TITLE:

EMPLOYMENT SPECIALIST
(Nonexempt)

AREA:

VETERAN'S SERVICES

DEPARTMENT:

EDUCATION, TRAINING & EMPLOYMENT SERVICES (ETES)

DIVISION:

HUMAN SERVICES

PURPOSE OF POSITION:

Provide education and consultation to businesses regarding job placement, training, supervising, and supporting program participants. Conduct job placement activities leading to increased wages, self-sufficiency, self esteem and other meaningful outcomes expressed by the veteran participant.

SUPERVISION RECEIVED:

Reports directly to the Veteran's Services Director.

SUPERVISION EXERCISED:

None.

DUTIES AND RESPONSIBILITIES:

1. Establishes and maintains ongoing contact with veteran participants throughout Orange County.
2. Determines whether or not participants are employment-ready and can begin search for full-time employment while participating in INDEPENDENCE and WELLNESS Pillars.
3. Assists *Enduring Independence* participants in gaining necessary skills to be employment-ready.
4. Identifies issues such as housing, healthcare, substance abuse, etc, faced by program participants and provides necessary support and referrals.
5. Assists participants in accessing community resources to aid them in the implementation of their career goals (i.e., transportation, advocacy, affordable housing, etc.)
6. Responsible for accurate and timely case notes as required by GOC tracking system (Vertex.)
7. Maintains required contact with employers and work site supervisors to monitor progress of participants to ensure participant's job success.
8. Maintains activity and results reports, i.e. daily call reports and weekly work goals.
9. Assumes a caseload of program participants ready for placement services as recommended by the Veteran's Services Director.
10. Meets all job placement and job retention targets set by the Veteran's Services Director.
11. Engages participants at varied locations in partnership and agreement with community agencies, college campuses, local churches, and military installations.
12. Makes contacts within the business community in order to source jobs
13. Maintains information pertaining to jobs that are available and the prerequisites for those jobs.
14. Evaluates program participant referrals and establishes an effective program plan for the accomplishment of employment goals.
15. Assists participants with job leads discovery, completing & submitting job applications, accompanies participant to interviews, and assists in employer follow-up advocacy to secure interviews for job

placement.

16. Analyzes employment trends; performs ongoing prospecting of community job market to identify employment opportunities for participants.
17. Facilitates meetings with program participants, and other professionals to develop career plans which reflect the participants' interests, preferences and choices.
18. Coordinates job placement services with One Stop Comprehensive and Satellite centers and networks with other community employment providers.
19. Maintains clear, standardized records of participants served, types of service, and results of all placement activity.
20. Notifies Director immediately of any problems with program participants or employers to resolve issues in a timely manner.
21. Oversees career development support to improve job skills, wages, and productivity of participants served at the business site.
22. Drives on company business as required.
23. Works overtime as required.
24. Performs other job related duties as required.
25. Safeguards company property, including donated goods. Reports any incidents of theft or unauthorized possession of company property.
26. Acts safely at all times, following all safety rules and regulations.
27. Follows all company policies and procedures.
28. Promotes and demonstrates cooperation and teamwork. Assists and shares knowledge and information with other employees as needed.
29. Uses good interpersonal skills such as courtesy, sensitivity, politeness, and thoughtfulness.
30. Works with, trains, and/or acts as a good example for program participants receiving training at Goodwill.

MINIMUM JOB REQUIREMENTS:

1. Bachelor's degree in human services or related field preferred; or equivalent work experience/education combined.
2. Prior experience in direct job placement.

3. Excellent interpersonal and communications skills.
4. Effective grammar, English and writing skills.
5. PC Proficiency in MS Office.
6. Reliable transportation, a valid California driver's license, and auto liability insurance acceptable to Goodwill's insurance company.

OTHER:

Ability to maintain confidentiality when dealing with program participant information.

WORK DEVICES/MATERIALS/EQUIPMENT USED:

Various office supplies and equipment including: telephone, fax machine, adding machine, computer, printer, copy machine, file cabinets, papers/forms, calendar, pens/pencils, ruler, scissors, etc.

PHYSICAL REQUIREMENTS: (See Attached)

PHYSICAL DEMANDS :

Activity	Not Req. Never	1-33%/day Occasionally	34-66%/day Frequently	67-100%/day Continuously
1. Balancing		X		
2. Bending		X		
3. Carrying		X		
4. Climbing		X		
5. Crawling		X		
6. Crouching		X		
7. Feeling		X		
8. Fingering/Fine Dexterity		X		
9. Flexing Wrist		X		
10. Grasping/Squeezing		X		
11. Handling/Gross Dexterity		X		
12. Hearing			X	
13. Kneeling		X		
14. Lifting		X		
15. Pulling		X		
16. Pushing		X		
17. Reaching – Above Shoulder		X		
18. Reaching – Shoulder & Below		X		
19. Reclining	X			
20. Sitting			X	
21. Standing		X		
22. Stooping	X			
23. Talking				X
24. Tasting/Smelling	X			
25. Throwing		X		
26. Turning Body		X		
27. Twisting Body		X		
28. Walking		X		
29. Near Vision		X		
30. Midrange Vision		X		
31. Far Vision		X		
32. Depth Perception		X		
33. Visual Accommodation	X			
34. Color Vision	X			
35. Field of Vision/Peripheral		X		

LIFTING AND CARRYING DEMANDS:

	PHYSICAL DEMAND LEVEL	1-33% / DAY OCCASIONALLY	34-66% / DAY FREQUENTLY	67-100% / DAY CONTINUOUSLY
	SEDENTARY Class 1 (Administrative)	10 Pounds	Negligible	Negligible
X	LIGHT Class 2 (Clerical & Light Work Activity)	20 Pounds	10 Pounds and/or Walk/Stand/ Push/Pull of Arm/Leg Controls	Negligible and/or Push/Pull of Arm/Leg Controls while seated
	MEDIUM (Moderate Physical Activity)	50 Pounds	20 Pounds	10 Pounds
	HEAVY (Heavy Physical Labor)	100 Pounds	50 Pounds	20 Pounds

ENVIRONMENTAL CONDITIONS:

	NOT REQ'D. NEVER	1-33% / DAY OCCASIONALLY	34-66% / DAY FREQUENTLY	67-100% / DAY CONTINUOUSLY
Indoors			X	
Outdoors				X
Dust		X		
Electric Shock	X			
Explosive	X			
Exposure to Weather	X			
Extreme Cold		X		
Extreme Heat		X		
Fumes/Gases	X			
High Exposed Places	X			
Loud Noises		X		
Mist	X			
Moving Mechanical Parts	X			
Odors	X			
Poor Ventilation	X			
Radiant Energy	X			
Toxic/Caustic Chemicals	X			
Vibration	X			
Wet/Humidity	X			
NAME:				
SIGNATURE:			DATE:	