

Social Services Worker 3 (Job Readiness Coordinator) (3871-12)

Highly Competitive Employee Benefits Package and Generous Paid Time Off

11 Paid Holidays, Immediately Begin Accruing Paid Vacation, Earned Personal Days, and Paid Parental Leave. Ohio Public Employee Retirement System which includes 14% Employer Contribution AND a defined benefit option.

Highly Competitive and Comprehensive Benefits Package: Medical, HRA, Dental, Vision, Employer-Paid Life Insurance, Long-Term Disability, Tuition Reimbursement, Public Service Loan Forgiveness Eligibility, Free On-Site Parking or commuter stipend, Wellness Incentives, robust Employee Assistance Program, access to Free Medical and Rx through Marathon Health, plus expansive Behavioral and Mental Health Resources, and More!

DEADLINE TO APPLY: Open Until Filled

WORK LOCATION:

Ohio Means Jobs
1916 Central Pkwy
Cincinnati, Oh 45214

WORK HOURS: 40 Hours/week
(Potential for Hybrid Remote Work Schedule)

Starting Hourly Pay: \$19.32

NOTE: Applicants for positions with Hamilton County Job and Family Services are subject to background screening in accordance with the document: "[Offenses that May Disqualify Candidates for Employment](#)." Convictions from this list may disqualify a candidate for employment with HCJFS.

Applicants for Children's Services positions cannot provide foster care for children in the custody of Hamilton County.

REQUIREMENTS (EDUCATION, EXPERIENCE, LICENSURE, CERTIFICATION):

- Associate degree or the equivalent of an associate degree (at least ninety-four (94) quarter credit hours or the equivalent in semester/trimester hours) with at least one three (3) hours course in each of the following: interviewing, office/information technology, basic mathematics, public relations, communications and nine (9) credit hours in English which must include basic grammar, writing skills and composition
- OR two (2) years' experience in public contact work involving interviewing and collecting, organizing, analyzing, and interpreting complex data; or equivalent
- All candidates must be able to demonstrate strong oral and written communication skills and strong interpersonal relations skills.

JOB DUTIES (SUMMARY):

REGULAR AND PUNCTUAL ATTENDANCE IS REQUIRED TO PERFORM THE FOLLOWING ESSENTIAL FUNCTIONS:

- Responsible for developing, updating, facilitating, and scheduling job readiness/group workshops, seminars, and activities for participants enrolled in the WIOA program and the general public. Collaborates with career coaches, business services representatives, and WIOA-required partners to ensure the right group workshops are available and provided based on current needs of participants, employers, and the general public. Group workshops will cover topics including but not limited to: Resume Writing, Job Searching, interviewing, budgeting & financial management, basic computer skills, in-demand industries & careers, LinkedIn, networking, and first impressions).

- Meets with job seekers to provide basic career services such as resumes, interviewing, basic computer skills, and other job readiness skills. Assesses current needs of customers and helps bridge the gap to employment. May provide, but is not limited to, outreach and orientation, job search assistance, labor market information, instruction on OhioMeansJobs.com, information on job skills, information about in demand occupations and earnings, referrals to and coordination of activities with other programs and services, information about supportive services.
- Prepare presentations, reports, process work participation data, and enter information into data systems as required by policy. Appropriately utilize agency computers, data systems, and software. Maintain and process case records, data, and supportive material per policy; comply with federal and state standards for documentation. Cooperate with internal and external audits and Quality Assurance (QA) processes.
- Interview applicants, recipients and program participants to determine eligibility and process case changes for WIOA programs. Verify and process all documentation submitted to support requests for assistance in accordance with program guidelines, approving or denying applications as applicable. Explain to participants their rights and responsibilities and required actions.
- Attend meetings, trainings, and conferences as assigned to maintain up to date knowledge on agency processes, policy, provider services, resources, and current best practices associated with workforce development and case management. Conduct trainings and presentations, solicit program feedback, and represent the agency at various functions. Perform general clerical support functions in support of the Workforce Development Department: filing, sorting, and distributing mail, scheduling appointments, distributing transportation assistance, and/or front desk operation.

OTHER DUTIES AND RESPONSIBILITIES:

- Performs other related duties as assigned.
- Attends necessary approved training as required.

KNOWLEDGE, SKILLS AND ABILITIES: (*Indicates can be developed after employment)

- **Knowledge of:** training, case management, interviewing, psychology and/or human behavior, sociology or social work; agency and/or community counseling programs and services; federal and state regulations; agency institution practices and procedures*; public relations; employee training and development; business English including grammar, punctuation, and spelling;
- **Skill in:** public speaking, decision making, organizing information and data, effective communication, customer service
- **Ability to:** demonstrate a solid knowledge and understanding of WIOA program*; work flexible schedule; perform accurate and timely data entry while demonstrating data integrity; use software applications (Word, Excel, PowerPoint); utilize Google Suite, deliver training, ; attend all mandatory meetings and trainings; deal with large number of variables and determine specific course of action; prepare accurate and concise reports; handle sensitive inquiries

BACKGROUND CHECKS REQUIRED:

Background checks consistent with requirements in OAC 5101:2-5-09 must be completed at employment and every ten years following, including but not limited to the following systems:

- State Automated Child Welfare Information System (SACWIS)
- State Child/Abuse Neglect Central Registry Check for any state in which the applicant resided within the last five years
- Ohio Bureau of Criminal Identification Investigation (BCI)
- FBI
- National Sex Offender Public website (WWW.NSOPW.Gov) Code 5101:2-5-09 must be conducted for each prospective employee