

Job Summary:

The job of *Employment and Benefits Specialist* operates under the Services for Education and Employment (SEE) Division. The *Employment and Benefits Specialist* will assist qualifying participants in locating employment opportunities either locally or nationally depending on needs or location of the participant, guidance on resources in their community to maintain employment, and on-going follow up to ensure job retention times frames are met according to contract requirements.

Essential Functions:

- Determines eligibility and suitability for the program through interviews with participants and assesses skills, knowledge and experience for the purpose of developing a comprehensive Individual Work Plan of employment.
- Provide job readiness services to participants such as: Resume preparation, Career Advancement/Job search strategy and tactics, Interview preparation and practice, including questions relating to employment gaps.
- Coaches participants on appropriate interviewing techniques, work attire and attitude relating to employment for the purpose of ensuring success in their job placement and on-going retention.
- Provides job development services and assists in quality placement efforts for all qualifying participants.
- Establishes contact with prospective employers to expand job development efforts for employment opportunities.
- Assist participants become more employable through continuous reinforcement and motivation along with work incentive knowledge and benefits planning if CPWIC (Community Partner Work Incentive Counselor) Certified.
- Maintains positive working relationship with partnering agencies and employers.
- Maintain contact or attempted contact with participants based on program contract or grant requirements.
- Secures/obtains monthly job placement quotas for the purpose of fulfilling contract obligations/standards.
- Participates in Chamber of Commerce functions and other employer-related meetings as necessary for the purpose of establishing positive working relationships between program and community.
- Troubleshoots potential and existing problems with job placements for the purpose of assisting participants with the retention of their job.
- Maintain up-to-date accurate files on participant's efforts, progress and development needs. Physical case files should be maintained along with all electronic files.
- Assists participants with information on transitional services, i.e., housing, transportation and personal services.
- Refer participants to other resources and service providers for the purpose of ensuring that necessary services are obtained to assist in successful employment outcomes.
- Submits accurate placement information for retention and tracking purposes.
- Complies with all agency and contracting agency's policy requirements which includes passing a high level of Federal Suitability Security clearance under the Social Security's Ticket to Work Program in order to be employed under A Ticket to Success, access to Government to Government email account, access Social Security's Portal to assign, assist participants, and process retention payments.
- Maintain all (PII) Personal Identifiable Information Security standards for all participants both current and previously assigned.
- Performs other duties as assigned.

Skills, Knowledge and/or Abilities:

Skills to:

- communicate effectively using all communication methods i.e., in person, phone, and electronically with participants, employers, and service providers;
- effectively operate computers in a Windows environment including data entry, data management, spreadsheets, email and Internet;
- job develop with employers on behalf of Social Security Administration disabled beneficiaries and CalWORKs participants while maintaining a high level of confidentiality for all served by the programs;

Knowledge of:

- Social Security Disability Insurance and SSI terminology, work incentives and regulations including knowledge of the Ticket to
- Work program is highly desirable;
- CalWORKs or TANF rules and regulations as it pertains to Welfare to Work is highly desirable;

Ability to:

- Work effectively with employers and organizations to assist job seekers with appropriate job opportunities and resources;
- Assist participants with problem solving work related issues and resource or referrals if needed to maintain long term job retention;
- Be bilingual and bi-literate in Spanish is preferred.

Responsibilities include: working under limited supervision; directing other persons within a small work unit; and operating within a defined budget and/or financial guidelines. Utilization of resources from other work units may be required to perform the job's functions. There is a continual opportunity to impact the Organization's services.

Experience Required:

Job-related experience in job development, job services, staffing services, human resources or related field.

Education Required:

High school diploma or the equivalent.

Bachelor's Degree is preferred.

Certificates, Licenses, Clearances, Testing and/or Bonding Required:

Valid California Driver's License and proof of automobile insurance.

Department of Justice and FBI Fingerprint Response.

Must pass a high level Security Clearance from the Federal Government

Must be able to obtain CPWIC (Community Partner Work Incentives Counselor) Certification which requires:

- Five-day initial training conducted by Virginia Commonwealth University,
- Six weeks' competency-based assessment for provisional certification,
- Successfully complete assessments and assignments to receive full CPWIC certification (1 year)
- Must maintain 18 credits per year to keep active status

FLSA: Exempt

July 2017

This organization is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, creed, age, gender or disability. Inquiries regarding compliance procedures may be directed to our personnel office. This organization complies with the Americans with Disabilities Act. Persons with a disability who may need some accommodation in the hiring process should contact our personnel office.

This organization is a Drug and Tobacco - Free Workplace.

This organization requires a successful candidate to provide it with employment eligibility and verification of a legal right to work in the United States in compliance with the Immigration Reform and Control Act.