

# **POSITION DESCRIPTION**

Employment Services Specialist

## **INFORMATION**

Job Class: Specialist Department: TCSU Location of Work: Juneau, AK Salary Grade( s): 8/9 Hours of Work: M-F, 8:00 am -4:30 pm Employment Category: Regular, Full-Time	Class Status: Active Type of Position: Non-Exempt Covered Position: Yes
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## **PURPOSE**

The Employment Services Specialist is responsible for assisting Non-Custodial Parents (NCP's) in developing vocational goals reflective of their skills, aptitudes, and interests. The incumbent will assist NCPs to develop strengths-based employability plans by working with other service providers and monitoring NCP's progress towards achieving their employment goals.

## **REPORTING RELATIONSHIPS**

Reports To: TCSU Manager

Supervises: N/A

Liaison To: N/A

## **ESSENTIAL FUNCTIONS**

- Meet with NCPs to identify strengths and barriers to employment goals and assist participants in developing strategies to meet their employment goals
- Develop vocational and educational plans that fit NCP's aptitudes, education level, physical abilities, and employment goals
- Network with other service providers and employers to assist NCP's work toward employment goals
- Monitor and record progress to ensure NCP's goals and objectives are met
- Meet regularly with NCPs to discuss their options and goals so that plans are updated as needed
- Work with employment agencies and employers to increase employment opportunities
- Develop and facilitate other training including, but not limited to, resume writing, interview skills, job retention, job search, and dressing for success

## **SAMPLE DOCUMENT**

### **Courtesy of Central Council Tlingit and Haida Indian Tribes of Alaska**

- Work with institutions of higher education to develop referral processes for NCPs in need of support with financial aid, registration, testing, and other issues related to successful matriculation
- Maintain complete, accurate and timely case notes and related records
- Testify in State or Tribal court on child support actions and provide information on the status of cases
- Ensure NCP's rights to privacy, and ensure the strictest confidentiality
- Other duties as assigned

## **DECISION MAKING AUTHORITY**

- Spending Authority: N/ A
- Other Authority: N/A

## **NECESSARY SKILLS AND KNOWLEDGE**

- Ability to work effectively with community leaders, lawyers, employer, and clients
- Knowledge of child support program rules and requirements
- Ability to maintain accurate, complete, and confidential records
- Knowledge of employment services and programs
- Mastery of basic office procedures and practices
- Excellent computer skills, including all MS Office Suite programs
- Knowledge of interview techniques
- Excellent writing skills
- Ability to evaluate and recommend changes in employment plan
- Excellent customer service skills
- Excellent interpersonal communication skills
- Excellent time management skills
- Ability to operate with tact, courtesy, and discretion
- Ability to diffuse tense situations and remain impartial
- Ability to remain calm in difficult situations with hostile participants
- Familiarity with Tlingit, Haida, and Tsimshian cultures

## **MINIMUM QUALIFICATIONS (education, experience, skills)**

- Associate degree in related field
- Two (2) years' experience in related position

## **UNUSUAL PHYSICAL REQUIREMENTS OR RESTRICTIONS**

The majority of work is performed in a professional office setting and is generally sedentary, requiring routine walking, standing, bending, and carrying of items weighing less than 40 lbs. Travel on small aircraft or ferry may be required.

## SAMPLE DOCUMENT

### Courtesy of Central Council Tlingit and Haida Indian Tribes of Alaska

#### CONDITIONS OF HIRE

- All employment at Tlingit & Haida is "at will". This means that the employee or Tlingit & Haida may terminate employment at any time and for any reason. Unless specified in writing, no term of employment is expressed or implied for this position.
- Tlingit & Haida is a no tolerance workplace. All regular employees may be required to pass a pre-employment and subsequent random drug and alcohol screening to be eligible for and maintain employment.
- Tlingit & Haida requires a criminal background check be conducted on all employees. All employment offers are conditional until federal criminal background check results verify your eligibility to work for Tlingit & Haida.

This Position Description describes the essential functions and qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities, or qualifications of the job. This document is not intended to exclude modifications consistent with providing reasonable accommodation for a disability. This is not a contract. Your signature indicates that you have read this Position Description and understand the essential functions of and qualifications for the job.

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Employee Printed Name

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Employee Signature

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Date

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Supervisor Printed Name

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Supervisor Signature

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Date