

THE COORDINATING & DEVELOPMENT CORPORATION  
Division of Workforce Development

**Annual Salary:** \$36,000  
**Department:** Division of Workforce Development  
**Job Type:** Open and Competitive  
**Full/Part-Time:** Full-Time  
**Benefits:** Full Benefits  
**Reg/Temp:** Regular

**TITLE:** WIOA Youth Program Specialist

The Youth Program Specialist (YPS) is responsible for case managing WIOA youth participants in two parishes in Region 7. The YPS will be responsible for recruiting, enrolling, and case managing youth participants, while developing and maintaining relationships with community partners.

**GENERAL DUTIES:**

- Operating within Federal, State, and Local Policy and Procedures under the Workforce Innovation and Opportunity Act (WIOA), as determined by the Department of Labor (DOL), the Louisiana Workforce Commission (LWC), Seventh Planning District Consortium Workforce Development Board (LWDB 70), and The Coordinating & Development Corporation (CDC).
- Provide information about WIOA services and the services of partner agencies and organizations to jobseekers.
- Assist participants with registering and searching approved training programs on the Louisiana Workforce Commission website.
- Recruit youth from assigned parishes into the WIOA Youth Program.
- Establish and maintain close relationships with community partners to promote and recruit for youth program (including attending school board meetings, creating virtual orientations, hosting webinars, attending juvenile system meetings and program events, etc.). (*as needed*)
- Coaching and guiding youth participants, ages 14-24, in a case management role, with the aim of assisting them in becoming successful in life. Providing workshops, monthly meetings, having phone conversations, service events, etc. Must have the ability to connect and communicate with a wide audience, in a professional and caring manner.
- Inform and provide participants with WIOA and LWC services such as preparing resumes, interviewing techniques, job searches, instruction in soft skills, instruction in personal appearance, etc.
- Collaborate with participants to develop and implement an Individual Service Strategy (ISS). This plan is a “work in progress” as the participant follows through with his/her training. Monitor and adjust the Individual Service Strategy (ISS) throughout the participants training.
- Monitor and record participants progress in order to ensure that goals and objectives are met.
- Obtain and record employment information on participants. Provide requested follow up services to participants. Collect any follow up information.
- Respond to new training inquiries and conduct interviews to ensure participants understand the training, assessment, and WIOA application process.
- Provide “staff-assisted job search” services in the form of career guidance, job leads, and current labor market information.
- Develop trusting relationships and work closely with WIOA-eligible clients

- Provide individualized case management services, identify and secure community resources, provide and/or refer to counseling or mental health services, and offer guidance and direction on how to overcome barriers to success.
- Coordinate services with other local community partner programs
- Complete participant enrollments and Individual Service Strategy (ISS) for assigned clients in a timely manner which identifies strengths, barriers, work history, employment goals and the need for supportive services.
- Complete and enter case notes in Louisiana's Management Information System (HiRE)
- Utilize Trello has a daily case management tool.
- Participate in weekly workforce development team meetings
- Assists job seekers to navigate the workforce system as well as the job search, application, and interview process
- Meets with participants on a regular basis to discuss goals, challenges, and employment progress, documenting all activities in electronic and paper file progress notes
- Provides participant-centered job search training and coaches participants to develop key job skills, impactful resumes and cover letters, and effective job search techniques
- Assists participants with job readiness, job placement, job retention, wage progression, housing stability and financial capability goals
- Connects participants with culturally-relevant resources (e.g. transportation, housing, medical, mental health, childcare, domestic violence, financial assistance, etc.) and provides financial support services on an as-needed basis
- Prepare, track, and submit weekly Individual Training Accounts (ITA) funding approvals.
- Prepare, track, and submit weekly Participant Supportive Service, Incentives, and Timesheets funding approvals
- Coordinate with WIOA staff and participants for final processing and distribution of ITAs
- Provide remote ITA services using secure platforms to ensure electronic documents are safely sent and received
- Coordinate with training providers for participant attendance, Measurable Skill Gains (MSGs), and completion certificates.
- Communicate with existing and potential training providers.
- Coordinate with Youth Business Service Representative (BSR) staff for job leads, and the creation of On-the-Job-Training (OJT) contracts after Work Experience.
- Assigned Parishes: Travel and serve the assigned parishes and office will be located at a local American Job Center:
  - Bossier/Caddo, Claiborne/ Webster, Bienville/ Lincoln, DeSoto/Red River, and Sabine/Natchitoches Parishes.
- Attend required safety trainings and meetings; follow all safety and health guidelines, standards, practices, policies and procedures; and actively participate in the agency's Emergency Preparedness program and activities.
- This position description generally describes the principal functions of the position, the level of knowledge and skills typically required and the general scope of responsibility. It is not intended as a complete list of specific duties and responsibilities and should not be considered an all-inclusive listing of work requirements. Individuals will perform other duties as assigned

#### **NECESSARY KNOWLEDGE, SKILLS, and ABILITIES:**

- The ability to read, comprehend, and implement technical legal documents.
- Maintain a knowledge of principles and processes required for providing career and training services to participants. This includes customer needs assessments
- Knowledge of local area employers, community services, and the ability to refer participants to them.
- Dependable – Consistent and reliable presence at work.

- Personality – Must demonstrate the ability to connect with people; have the ability to motivate and encourage people with respect and dignity.
- Speaking – Effectively and professionally communicate with other people to convey information.
- Active Listening – Giving full attention to what other people are saying, taking time to understand the points made, asking questions as appropriate.
- Service Orientation - Actively looking for ways to help people.
- Writing Communication - Effective in business writing.
- Critical Thinking - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Management of Participants - Motivating, developing, and directing people.
- Active Learning – Ability to understand new information.
- Demonstrated knowledge and skills of basic computer competencies such as emailing, calendaring, entry-level data entry and familiarity with Microsoft Office products
- Must have notable experience in team-oriented environment
- Knowledge and understanding of the Workforce Innovation and Opportunity Act

#### **REQUIRED TRAINING AND EXPERIENCE:**

- Associates degree preferred; however, years of similar work experience will be taken into consideration.

To apply for this vacancy, submit your resume to [jmoore@cdconline.org](mailto:jmoore@cdconline.org), which can be used for this vacancy as well as future job opportunities. Applicants are responsible for checking the status of their application to determine where they are in the recruitment process.

The Coordinating & Development Corporation expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of The Coordinating & Development Corporation's employees to perform their job duties may result in discipline up to and including discharge.