

Heart of Texas Goodwill Industries, Inc.  
Job Description

**JOB TITLE: Job Connection Specialist**

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EXEMPT:	No	DOT Code:	
SHIFT:	40 hours varies	DEPARTMENT:	Mission Services
		SUPERVISOR:	Mission Services Director
LOCATION:	North/East/South Regions	DATE REVISED:	February 2018
APPROVED BY:	Shannon Wittmer	DATE APPROVED:	February 2018

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**SUMMARY:** The job involves the support of activities pertaining to the Job Connection's programs of service to participants.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** The following tasks will be performed with guidance from the Mission Services Director, other duties may be assigned:

**1.) EMPLOYMENT SERVICES AND COMPUTER LAB:**

- Develop Individualized Service Plans that specify services and goals for those receiving one on one attention.
- Administer assessments to participants to determine skill level.
- Assist participants, one-on-one, in job search, resume writing, interview skills techniques, self-presentation, and job retention.
- Create a learning environment that encourages positivity, creativity, and respect.
- Identify and document information on education and training resources in the community
- Meet with participants regularly in order to assess progress and provide support and encouragement.
- Report participant progress to date using participant tracking database (Good Trak) or designated spreadsheets.
- Insure that participants referred by outside agencies are receiving the services they requested.
- Provide job placement assistance for people with disabilities and disadvantages and maintain a database of potential employers.
- Regularly update a database and/or "job board" with current job openings.
- Utilize participant evaluation tools and record results in database.
- Educate participants on basic employment orientation documents such as the W-4 and I-9.
- Maintains the computer center and inform Director when issues arise.
- Instruct center users in operation of computers and other office equipment.
- Assist participants develop a resume, fill out job applications appropriately, and search for available jobs using the internet.
- Assist in the creation and/or modification of online and face to face soft skills and computer skills curriculum.

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- Conduct online and/or face to face soft skills and computer skills training sessions
- Evaluate and assess participants after training sessions

**2.) FINANCIAL LITERACY:**

- Meet with program participants and assess basic knowledge or understanding of money management.
- Work with participants to develop a personal financial plan and budget.
- Lead learning opportunities covering the following topics: assets, budgeting, banking, credit, loans, consumerism, and stretching your dollar.
- Work with individual participants on decision-making and problem solving skills along with setting priorities and identifying values.
- Work with participants to set goals and identifying barriers or obstacles to achieving goals.
- Report participant progress to date.
- Provide support, encouragement and accountability to participants.

**3.) COMMUNITY RESOURCES:**

- Research and document any and all resources available in the community, identifying type of resources (i.e. training, education, transportation, etc.) and eligibility requirements (i.e. age, income, etc.).
- Work with each participant to identify barriers to success and a plan to overcome those barriers, using community assets as a resource to achieve success
- Work with participants on appropriate interaction and behavior when connecting with community resources.

**QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION:** To be determined by Mission Services Director.

**LANGUAGE SKILLS:** Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.

**REASONING ABILITY:** Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in

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mathematical or diagram form and deal with several abstract and concrete variables.

**CERTIFICATES, LICENSES, REGISTRATIONS:** Must maintain a valid driver's license and a driving record acceptable to Goodwill's liability insurance provider.

**EXPERIENCE/KNOWLEDGE SKILLS:** Proven ability to work with individuals with different interests and opinions and to build effective teams in a volunteer environment. Ability to communicate orally and in writing to a wide range of people. Effective planning and organizational skills. Appropriate level of computer skills. Computer skills to include proficiency in Microsoft Word and Excel. High level of energy, motivation, persistence, and positive attitude.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk or hear. Must be able to sit or stand for long periods and be able to lift at least 50 lbs.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee will be exposed to dust, animal hair, and lint. The work environment ranges from very quiet to noisy. Must be flexible to work in all types of settings and hours as required by individual project requirements.

**INTERNAL CONTACTS:** Frequent contact with Goodwill employees from all areas of the organization, Goodwill participants and their families, youth, and community volunteers.

**EXTERNAL CONTACTS:** Private and corporate citizens as well as members of county, state, and federal government, college and university staff, and individuals from other organizations and vendors.

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Approved by: \_\_\_\_\_

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Signature

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Date

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