Job Developer

General Summary of Classification:

Serves as a the Virginia Initiative for Education and Work (VIEW) Case Manager for participants in TANF (Temporary Assistance for Needy Families), SNAPET or other assistance programs with employment and self-sufficiency requirements; provides targeted assistance with transitioning program participants from assistance to self-sufficiency; provides case management utilizing an array of supportive services to stabilize each participant's situation and support their efforts in becoming job ready, gaining the job skills, job training or work experience that leads to sustained employment and self-sufficiency; focuses on each participant's strengths, needs and barriers, including their specific family situation, and works with them to develop and implement a plan to support their goals of employment and independence; performs other duties as assigned.

Examples of Primary Tasks, Duties and Responsibilities (TDR):

NOTE: This is not a job description. The following examples are intended to be illustrative of the nature and scope of TDR that are typically assigned to positions in this job classification. Examples below are not all comprehensive. Actual assigned TDR may vary based on operational needs.

- Performs designated assessments and interviews to identify each participant's readiness for and barriers to employment;
- Develops and implements case management plans focused on each participant's strengths and needs; connecting each participant with the appropriate resources and programs needed to obtain the education (high school diploma or GED), training, other job readiness skills and experience necessary for pursuing job opportunities, job placement, job retention and job advancement; ensures each case management plan meets strict program requirements;
- Appropriately includes VIEW program support services in the case management plan such as childcare, transportation allowance, limited medical and dental services, screening for and evaluation of hidden disabilities, making referrals for treatments and special needs services, emergency interventions for emergencies and crises that may impact employment;
- Appropriately integrates local, state and federal services, programs and projects into the case management plan as needed to help participants achieve job readiness and overcome identified job-related challenges, as well as their personal, medical and family challenges that affect obtaining and maintaining employment;
- Counsels participants, monitors progress & compliance and makes adjustments to as needed to best promote participant's success; accurately creates and maintains up-to-date detailed plans, reports and other related and required documentation;
- Performs other duties as assigned.

Knowledge, Skills and Abilities (KSA) Typically Required:

- **Occupation-specific:** Demonstrates sound working knowledge of TANF, VIEW, SNAPET, LEAP and other relevant state and federal assistance programs and regulations, and other relevant community resources & assistance programs; employment training and work experience programs, projects and resources; impact of current social, economic, cultural and health concerns at participant, family and local community levels; professional integrity and effective case management skills; develops, maintains and uses a sound understanding of each participant & their socioeconomic circumstances to encourage self-sufficiency and work participation and to identify appropriate available resources to support participants' efforts.
- **Technical:** Sound computer skills with the ability to use computer and typical business software, proprietary software and applications, and various wireless technologies and peripherals for communications and to complete assigned tasks.
- **Interpersonal, Communication and Customer Service:** Establishes a supportive rapport with assigned participants while maintaining appropriate professional boundaries; uses effective interview and data collection skills; communicates clearly and concisely in easy-to-understand terms; excellent collaborative skills; works well independently and as part of a team.
- **Decision-making and Authority:** Routinely demonstrates excellent critical thinking, professional judgement and attention to details; appropriately resolves a wide variety of questions and issues within established policies, guidelines, requirements and procedures; routinely makes sound decisions independently; appropriately seeks guidance as needed.
- **Leadership:** Non-supervisory. Serves as the primary point of contact for an assigned caseload of program participants.
- **Environment:** Typically works in an office setting; may be required to work in other job-related settings as needed.
- **Physical:** Visual and hearing acuity sufficient to recognize engage in effective assessments, interviews, investigations, & collaborations. Physical ability sufficient to perform assigned duties in duty-related locations as needed.

Minimum Education and Experience:

Education: Four (4) year degree in social work or other relevant field, relevant master's level degree preferred;

Experience: One (1) year of relevant experience preferred;

OR: Any equivalent combination of experience and training which provides the necessary knowledge, skills and abilities.

Other Requirements (License, Certifications, Training, etc.):

- Valid driver's license to perform assigned duties at various locations.
- May be required to travel and work a flexible or on-call schedule.
- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Successful completion of NIMS ICS 700. Additional NIMS ICS training courses may be required.