

POSITION DESCRIPTION

Approved By: Executive Director

Job Title:

Workforce Advisor - Community Outreach
(QUEST NDWG)

Team:

Adult and Dislocated Worker Workforce
Services

Reports To:

Director of Adult and Dislocated Worker
Workforce Services

Duration:

Immediately to September 30, 2026

Recent Review Date: December 28, 2023

Future Review Date: December 28, 2025

Funding Source: QUEST NDWG

FLSA: Hourly, Non-exempt

Hiring Range Based on Education and Experience: \$23.35 to \$26.10 per hour

AGENCY SUMMARY:

CNY Works is a not for profit (501(c)(3)) corporation and serves as the Onondaga County Workforce Development Board. CNY Works has been designated by local government (City of Syracuse and Onondaga County) to administer the workforce development funds allocated to the local workforce area. CNY Works functions as the apolitical convener of business, economic development, and community agendas to define workforce system goals, garner resources and support growth and development of the local and regional economy.

CAREER CENTER SUMMARY:

The CNY Works Career Center is the heart of the One-Stop Delivery System in Onondaga County and provides comprehensive career services to job seekers, specifically youth, adult, and dislocated worker populations. The Career Center delivers high-quality career services, education and training, and comprehensive supportive services to local job seekers and employers tailored to meet the needs of the local and regional economies. Services include individual and team case management, Resource Center access and support, workshops and other partner and community-based services aimed at developing job seekers' skills for employment success.

POSITION OVERVIEW:

The Workforce Advisor - Community Outreach is a member of the CNY Works Career Center's Adult and Dislocated Worker Workforce Services cross-functional team that recruits and serves Quality Jobs, Equity, Strategy, and Training (QUEST) National Dislocated Worker Grant (NDWG) eligible participants. The Workforce Advisor - Community Outreach performs multiple Career Center key functions, including but not limited to supporting Front Desk Reception, Telephone Reception, Resource Center, and work-readiness and job search-related classes and workshops. The primary role for the Workforce Advisor - Community Outreach is to function as the key service contact for job-seeker customers visiting the New York State Department of Transportation (NYSDOT) I-81 Project Community Outreach Centers located at Tucker Missionary Baptist Church (515 Oakwood Avenue, Syracuse, New York) and The Hills Building (217 Montgomery Street, First Floor, Syracuse New York). Please note that the Tucker Missionary Baptist Church location is open Tuesday and Thursday from 2 p.m. to 6 p.m. and The Hills Building location is open Monday, Wednesday, and Friday from 10 a.m. to 4 p.m. To support QUEST community outreach efforts the Workforce Advisor - Community Outreach may also be requested and scheduled to work at other community partner locations. The Workforce Advisor - Community Outreach provides Workforce Innovation and Opportunity Act (WIOA) and QUEST

NDWG eligibility determination, initial and comprehensive assessments, and orientation/overview of services leading to career guidance. They recommend the most appropriate career service strategy for each customer. Given job opportunities within the local and regional economies, they provide career counseling, job development and placement assistance to personal caseload participants, prepare, screen, and identify candidates for skills development, training, comprehensive supportive services, or open job opportunities. They also deliver follow-up services, and track, and analyze data on an individual, caseload, and agency wide basis.

POSITION ESSENTIAL FUNCTIONS:

- Determines whether job-seeker customers meet WIOA eligibility requirements to receive services under the various programs administered through the New York State (NYS) One-Stop Career Center System, including co-enrollment among programs.
 - 1) Completes NYS Career Center Customer Registration form (ES-100) via NYS One Stop Operating System (NYSOSOS).
 - 2) Completes NYS Career Services Eligibility Survey (ES-102) via NYSOSOS.
 - 3) Completes Data Element Validation (DEV) process via NYSOSOS.
- Conducts initial assessment process and determines QUEST NDWG eligibility. Assesses customer career services needs upon enrollment to determine work and job readiness. Given initial assessment outcomes recommends either basic career (Job Search Ready - JSR) or individualized career services (Career Development Services - CDS) strategies to support customers in obtaining or retaining employment.
- Conducts comprehensive and specialized assessments of skill levels and service needs to develop Individual Employment Plans (IEPs) identifying short-term and/or long-term career goals, achievement objectives, and the combination of services for customers to achieve their employment goals.
- Refers customer's completed NYS Career Services Eligibility Survey (ES-102) to QUEST NDWG Supportive Services Coordinator. Assists QUEST NDWG Supportive Services Coordinator with Individual Service Strategy (ISS) development identifying employment barriers requiring QUEST NDWG comprehensive supportive services.
- Provides Job Search Ready (JSR) customers with external job referrals and documents job placements.
- Provides Career Development Services (CDS) customers with guidance on how to attain job readiness (occupational skills required to perform employer's essential job functions) and work readiness (employer's non-technical skills requirements) goals.
- Conducts or participates in recruitment and community outreach events (e.g., Local Hire Events, Job Fairs, Training Fairs, Resource Fairs, Introductory/Orientation sessions, etc.) to increase QUEST enrollments.
- Tracks daily and weekly customer "flow" and referrals at the NYSDOT I-81 Project Community Outreach Centers or other offsite community partner locations to complete monthly and quarterly reports.
- Utilizes NYSDOL JobZone and other virtual career services resources to inform and support customers with their CDS management.
- Records data representing the services that they have provided to customers in NYSOSOS within five (5) business days of service provision.
- Provides case management services and makes referrals to training and community partners and other service providers when appropriate. Enters case notes and activities in NYSOSOS. Updates and maintains NYSOSOS case notes to reflect ongoing customer assessment and related results. Participates in case review, case conference and program evaluations.

- Demonstrates a basic working knowledge of Federal, State, and Local Employment and Training laws, rules, and regulations, specifically One-Stop Career Center programs and functions and referral processes. Programs include but are not limited to WIOA Adult, Dislocated Worker and Youth, Trade Adjustment Assistance (TAA), Temporary Assistance for Needy Families (TANF), Wagner-Peyser, Ticket to Work, NYS DOL 599, and other relevant programs, including those of defined WIOA Memorandum of Understanding (MOU) System Partners.
- Provides local and regional workforce information including education, training, and community services and labor market employment and trends, career pathways and in-demand occupations. Promotes targeted sector job opportunities and referrals.
- Recognizes the value of skill development by providing guidance to customers on appropriate education and training programs including basic skills, computer skills, apprenticeships, internships and work experience, Individual Training Accounts (ITAs) and On-the-Job Training (OJT).
- Determines eligibility for education and training programs, guides training funds requests process, completes required documentation for ITA Committee review, and upon approval develops employment and training contracts/agreements and other requisite correspondence (e.g., Letter of Authorization).
- Monitors customers enrolled in funded training programs. Conducts monthly follow-up and monitoring of customers' academic progress in accordance with the "Monthly Monitoring Procedures for ITA Enrollments" policy. Documents program-related expenditures and exit outcomes. Ensures accurate documentation in customers' NYSOSOS records via case notes.
- Provides follow-up career services, as appropriate, for customers assigned or allocated to a caseload.
- Performs special projects and other duties as assigned.

ACCOUNTABILITIES:

Meets position essential functions for quality and productivity. Adheres to agency policies and procedures. Satisfactorily performs activities supporting WIOA Primary Indicators of Performance in accordance with the most current Performance Technical Advisory.

QUALIFICATION STANDARDS:

Bachelor's degree in human or social services or related field with two to three years of experience OR an Associate (Arts, Science, or Applied Science) degree with five to ten years of experience OR an equivalent combination of relevant education and experience in working in career or workforce development will be considered. Strong demonstrated understanding of community organizations and related services highly desirable.

Attention to detail and impeccable organizational skills are critical attributes, including a high level of written and oral communication skills.

- Proficiency using MS Word and Excel
- Ability to establish and maintain effective working relationships with coworkers, customers, and private and governmental agency representatives.
- Ability to express oneself effectively, both verbally and in writing.
- Ability to understand verbal and written instructions/directions.
- Ability to organize and prioritize work.
- Ability to complete detailed tasks with a high level of accuracy, especially NYSOSOS registration, data element validation, activities, and case notes documentation.
- Ability to work independently and as part of a team.

- Ability to perform multiple tasks simultaneously.
- Ability to mentor and counsel customers regarding career decisions.
- Ability to receive and convey detailed instructions to customers.
- Ability to research and analyze detailed information accurately.
- Ability and desire to understand the overall functions of the organization and apply this understanding to work performed.
- Ability to interact with customers and staff in a positive, cooperative, and supportive manner.
- Ability to work extra hours, including evening hours as job duties demand.
- Ability to sit for prolonged period at a desk.
- Ability to lift 15 to 20 pounds, occasionally.
- Understands that the One-Stop Career Center is a team environment and that a Career/Workforce Advisor may be asked to perform multiple tasks or roles based on customer needs and demands.
- Must have valid driver's license and own transportation.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position.

Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.