
Job Title	Workforce Development Coordinator
PVN ID	HO-2103-003919
Category	Instruction and Social Service
Location	HOSTOS C. C.
Department	Division of Continuing Education and Wor
Status	Full Time
Annual Salary	\$45,000.00 - \$52,000.00
Hour(s) a Week	35
Closing Date	May 17, 2021 (Or Until Filled)

General Description

Workforce Development Coordinator will serve as the single point of contact in providing students with a comprehensive array of services such as general class instruction, case management, monitoring attendance and responding promptly to program partners' concerns, meeting with students to engage in collaborative problem-solving to address barriers to success, and serving as an advocate. The Workforce Development Specialist will develop strong working relationships with training program participants from the beginning of the process, throughout the training, and after completion.

The Workforce Development Coordinator will be responsible for ensuring that program deliverables are met, by fulfilling the following duties:

- Support the students during their certification training experience through individual and/or group sessions where students can reflect on their experience
- Track attendance and performance during seminar and training and work with program staff to troubleshoot any problems that arise
- Troubleshoot any conflicts that arise between students and instructional staff during the certification training experiences
- Serve as the primary point of contact for program staff and program participants
- Ensure that students receive appropriate industry-related services and information
- Provide ongoing coaching and feedback to staff
- Develop and monitor team goals
- Participate in networking/outreach opportunities
- Work closely with college-based administration
- Work closely with program partners and college-based administration to develop training plans and processes
- Provide general case management to students in order to help them overcome barriers to success during the vestibule and training periods

- Work with college-based administration to assist with, coordinate and ensure the timely completion of all paperwork related to the certification transition process
- Facilitate and coordinate students sitting for healthcare certification exams
- Communicate professionally via telephone, email, and in-person with partners, program participants and colleagues
- Manage and report compliance data including student attendance reports, student attrition rates, completion data, budgets, and pass rates;
- Submit program attendance sheets and assignment tracking tool to program partner for appraisal on a weekly basis
- Work closely with the Division's Senior Associate of Workforce Development (WFD) to complete related tasks and special projects satisfy job orders and create a pipeline of better prepared students for employment-related opportunities
- Research employment trends to assist with developing career-focused internships and job placement
- Develop and maintain employer contacts for employment of participants in concern with the Senior Associate of WFD
- Contact employers to identify job placement and career advancement opportunities
- Build and manage relationships with external educational and workforce development partners
- Work with businesses, agencies, and organizations to remove employment barriers
- Attend community/employer meetings at minimum twice a month

Other Duties

- Assist in developing industry-focused curriculums based on labor market information and industry trends
- Correspond regularly with administration within the partnership and social worker/case manager to ensure that any participant issues that may impact training completion are discovered and addressed in a timely manner.
- Assess program needs related to process and procedures so that appropriate connections can be established
- Collaborate ongoing service coordination; collaborate with program partners to share relevant data on all aspects for the program including seminar, training and post-training outcomes.

Qualifications

- Bachelor's degree required; Master's degree preferred
- 3 years of related workforce development experience
- Minimum two years of work experience in a job readiness program, preferably in a management position
- Established employer contacts and database across all workforce sectors
- Minimum one year of work experience in academic advisement

- Ability to work independently and collaboratively in a demanding and complex work environment, to carry out complex assignments in a timely manner; and to adapt to changing situations and priorities;
- 2 years of curriculum development experience
- Demonstrated interest in working with diverse populations;
- Possess excellent interpersonal, communication, organizational, time-management skills, as well as strong work ethics and commitment for success;
- Ability to analyze data for continuous program improvement;
- Computer skills should include MS Office suite (Word, Excel, Access, PowerPoint);
- Ability to keep all matters related to participant confidential;
- Ability to communicate effectively by conveying simple to complex concepts/processes to Members, staff, or other stakeholders as well as listen and respond to concerns/ideas of others. Participate in meetings;
- Ability to respond calmly to emergencies and to fashion solution to members, administrative, or technical problems; ability to seek assistance when needed;
- Is consistently at work/meetings/appointments and on time; Ensure work responsibilities are covered when absent. Completes work within established deadlines.