

**SOUTHERN OREGON GOODWILL  
JOB DESCRIPTION**

JOB TITLE:	<b>Program Specialist</b>			GRADE:	4	EEO:	5	FLSA Status:	Hourly
REPORTS TO:	Area Manager	DIV:	Workforce Development		DATE REVIEWED:	2/08			
Approval:							DATE REVISED:	2/08	

**Position Summary:**

The Program Specialist assumes responsibility for specific aspects of workforce development services for assigned participants, including but not limited to case management, assessment, goal development and implementation, direct training, and other supports necessary to ensure participant success.

**Standards of Performance** (each is an essential function)

- Consistently demonstrates and incorporates principals of safety, loss prevention and risk management for self and others into daily activities and ensures participation in Goodwill safety programs. Attends required safety training and participates in safety drills and exercises. Ensures tools and equipment are in good working order at all times and uses equipment safely.
- Consistently maintains acceptable level of productivity.
- Requires punctual and regular attendance. Time away from work is approved and taken in accordance with established policies.
- Performs job duties in a prompt, thorough and acceptable manner. Performs duties in a manner that promotes team concept and reflects Goodwill's mission and ethics, in accordance with Goodwill policies, procedures, CARF standards and generally accepted business practices.
- Works cooperatively with all organization employees, participants, customers and other persons contacted during the course of performing duties. Shows respect and sensitivity for those with barriers to employment.
- Safeguards company property, including donated goods. Reports any incident of theft, fraud, waste or unauthorized possession of company property.
- By signing this document, I agree to maintain strict confidentiality in all aspects of my work; comply with privacy policies, including HIPAA Privacy Rule; attend privacy and security training as it relates to this position.

**Essential Duties** (other duties may be assigned)

- Meets or exceeds established program goals.
- Manages caseload of 20-40 participants or as assigned.
- Works with a team and coordinates, develops, implements and monitors individualized service plans and/or employment search strategies to assist participant in achieving employment goals.
- Assesses skill level and vocational strengths. Assists participant in identifying and resolving work barriers; suggest accommodation and modification.
- Provides vocational guidance and identifies community resources for participants.
- Provides post employment services to employers and participants as program requires.
- Prepares timely, objective and measurable reports and documents such as service plans, goal plans, assessments, summaries, evaluations and billing documents.
- Negotiates service delivery with funding agencies and other business associates.
- Remains current on area employment climate.
- Conducts individual and group work readiness training.
- Provides participant transportation, possibly using personal vehicle.
- Arranges and provides backup for other staff as needed.

**Competencies:** To perform the job successfully, an individual should demonstrate the following competencies:

- Meets productivity requirements.
- Works well with group problem solving situations.
- Relates well with participants, staff and community partners.
- Handles crisis situations effectively.
- Ability to increase participant vocational and productivity skills.

- Program meets or exceeds pre-established annual program evaluation goals.
- Writes clearly and informatively, including reports, time studies, case notes and other written documentation.
- Timeliness and accuracy in report writing, record keeping and data collection.
- Contributes to building a positive team spirit with work team and participants.
- Prioritizes, plans and schedules participant work activities. Uses time efficiently. Plans for additional resources. Adapts to changes in the work environment. Manages competing demands. Changes approach or method to best fit the situation. Able to deal with frequent change, delays, or unexpected events.

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

**Education and Experience:**

- Bachelor's or Associate's Degree in human services field plus two years recent related experience. Portion of education requirement may be substituted with experience, depending on circumstances.
- Two years experience in assisting individuals with barriers to employment in preparing for work or job placement. Job retention strategies an/or job coaching a plus.
- Knowledge of local and regional business needs and trends.
- Working knowledge of vocational assessment methods, case management experience and group training.
- Must be at least 21 years of age.

**Knowledge, Skills and Abilities:**

- Requires a functional understanding of local human service agency operations.
- Possess effective conflict resolution skills, problem solving skills, deductive reasoning and leadership skills.
- Strong written and verbal communication skills using tact, courtesy and cooperativeness.
- Strong computer experience (particularly word processing and spreadsheet); ability to use standard office equipment.
- Perform basic math functions.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Exercise judgment, resourcefulness, ingenuity and initiative.
- Ability to perform some instructing, checking or verifying of the work of others.
- Ability to travel locally and out of area.

**Certificates, Licenses, Registrations:** Valid Driver's License, car insurance and reliable transportation required. MVR code:

**Physical Requirements and Work Environment:** 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. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Task:	YES	NO	Task:	YES	NO
Lift and/or move (20lbs)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Outdoor Weather Conditions	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Carrying (10 lbs)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Wet, Humid (mechanical)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Walking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Work Near Mechanical Parts	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Standing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fumes, Dust	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sitting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Toxic or Caustic Chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Noise	<input checked="" type="checkbox"/> Low	<input type="checkbox"/> Medium	<input type="checkbox"/> High	Other (specify)	<input type="checkbox"/>

**Other:** The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required. Management may add to or change the duties of this position at any time.

A non-compete agreement is required for this position (if checked).

I have read and understand this job description, possess the education/experience and can perform the essential position responsibilities.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date