Rivers East Workforce Development Board

Position: Title 1 WIOA Career Advisor

Reports to: Program Operator Supervisor

Job Type: Full-time; no-exempt

Salary: Determined by Program Operator

Title 1 WIOA Career Advisor job duties (not operator specific) include but are not limited to:

1. Adding Credential(s) in NCWorks Online by accessing WIOA Application, clicking on the Credential Tab, entering information required, linking to uploaded documents, and clicking save.

2. Adding Measurable Skills Gain(s) in NCWorks Online by accessing WIOA Application, clicking on the Measurable Skill Gain Tab, entering information required, linking to uploaded documents, and clicking Save.

3. Advises and assists individuals in career development techniques, such as job search and application strategies, resume writing, and interview skills by conducting workshops or one-on-one sessions to ensure the individual is work ready.

4. Advises participants to help them understand and overcome personal, social, or behavioral problems affecting their educational or vocational situations by scheduling a monthly in-person visit and utilizing partnering agencies to assist as needed and recording a detailed case note into NCWorks Online.

5. Completes Exit Process by ensuring all activities and services are closed, all documentation has been uploaded, and all case notes have been entered.

6. Completes General Tab of the Objective Assessment Summary (OAS) in NCWorks Online by clicking on Plan under Case Management Profile, and selecting Program Local Workforce Office and Office Location, entering the create date and selecting whether to attach the IEP to the OAS and clicking Next.

7. Completes the Barriers Tab of the OAS in NCWorks Online by entering any barriers the individual might have (i.e., behavioral, environment, economic, and vocational), and clicking Next.

8. Completes the Education Tab of the OAS in NCWorks Online by entering highest grade completed, education history drop-out status or basic skills deficiency and any other educational background (i.e., degrees, credentials, and certificates), and clicking Next.

9. Completes the Employment Tab of the OAS in NCWorks Online by entering complete details of the individual's employment background and work readiness needs and clicking next.

10. Completes the Expectation Tab of the OAS in NCWorks Online by entering whether the individual seeks immediate employment, desired services, desired occupations, job attributes, and required benefits, and clicking next.

11. Completes the Goals and Objectives of the IEP by entering at least three goals with supporting objectives that directly relate to the participants chosen career pathway, and clicking Next.

12. Completes the Goals Tab of the IEP by clicking on Add New Goal and entering participants desired goal, selecting type of goal, term of goal, entering a description of the goal, entering date established and entering estimated completion date and clicking on Save.

13. Completes the Objectives Tab of the IEP by clicking on Add New Objective, selecting the associated goal, entering specific objective, entering description, entering date established, entering review date, and clicking Save.

14. Completes the Plan Tab of the IEP by entering the plan start date, selecting the LWIA/Region and the Plan Started in Office Location from the drop-down boxes and clicking next.

15. Completes the Tests Tab of the OAS in NCWorks Online by entering any additional tests and assessments not recorded on under Assessments including any summary comments, and clicking Next.

16. Completes Wagner-Peyser (WP) Eligibility Information Tab by setting Wagner-Peyser Eligibility and Registered Individual Eligibility to Yes and clicking Finish at the bottom of the screen.

17. Completes Wagner-Peyser Application Tab by entering Application Date, Wagner-Peyser Eligibility Date, selecting Office Location and Office Location of Responsibility from drop-down box and selecting Next at the bottom of the screen, and clicking next.

18. Completes Wagner-Peyser Contact Information and Current Address Tabs by updating any contact information, entering alternate contact information, making any necessary address changes, and clicking next.

19. Completes Wagner-Peyser Demographic and Veteran Information Tabs by entering or updating any changes to the demographic information and clicking appropriate boxes to indicate Veteran status, including (if applicable) uploading a copy of the DD-214, and clicking Next.

20. Completes Wagner-Peyser Education Information, Education Partner Services, Individual Education History and Public Assistance Tabs by entering or updating any changes paying close attention to the fields with a red asterisk, and clicking next.

21. Completes Wagner-Peyser Employment Information and Farmworker Information Tabs by entering information required paying close attention to fields with a red asterisk, and clicking next.

22. Completes Wagner-Peyser Individual Barriers and Miscellaneous Information Tabs by entering or updating any changes paying close attention to the fields with red asterisks, and clicking next.

23. Completes WIOA Application Barriers Tab by entering and selecting all related barriers to employment (i.e, criminal, parenting youth, high school dropout, and homeless) and clicking next.

24. Completes WIOA Application Education Information Tab by entering all education related activities and information including education/training being offered by a partnering agency (i.e, Adult Education, YouthBuild Grant, Job Corps, and Carl Perkins), uploading any relevant documentation, and clicking Next.

25. Completes WIOA Application Family Income Tab by identifying family size and entering annualized family income (if applicable), calculating family income, uploading any supporting documentation, and clicking next.

26. Completes WIOA Application Public Assistance Tab by indicating types of assistance being received and uploading supporting documentation in NCWorks Online, and clicking next.

27. Completes WIOA Application Staff Eligibility Information Tab by clicking Assign Me (as Career Advisor for participant), and clicking Next to generate participation and clicking Finish to close the application process.

28. Completes WIOA Application Start Tab by entering Application Date, selecting desired eligibility type, entering Youth Eligibility Date (if applicable), selecting Office Location and Office Location of Responsibility from drop-down box and clicking next.

29. Completes WIOA Application Veterans Tab by indicating whether the individual is a Veteran, uploading a copy of DD-214 (if applicable), uploading copy of Selective Service Registration (if individual is between the ages of 18 and 26), and clicking Next.

30. Conducts quarterly follow-up (i.e. required for Youth; made available for Adults and Dislocated Workers) after participants have exited the program to record required reporting information by

calling, emailing, mailing letters and/or sending a text message, recording a detailed case note in NCWorks Online and completing the Follow-up Tab on the WIOA application.

31. Creates Alerts (i.e., Soft Exit, Projected End Date, Case Notes) to be notified when documentation or an activity is missing from NCWorks Online by logging into NCWorks Online, selecting Alerts from the menu on the left and subscribing to each alert.

32. Creates the Individual Education Plan (IEP) in NCWorks Online by logging into NCWorks Online, clicking on assisting an Individual, searching for the individual and clicking on their User ID; once active, selecting Plans under the Case Management Profile and clicking Create Individual Employment Plan/Service Strategy.

33. Creates the Objective Assessment Summary (OAS) in NCWorks Online by clicking on Assist an Individual, search for individual, click on User ID and once individual is active, click on Plan under Case Management Profile and selecting Create Objective Assessment Summary.

34. Creates the Workforce Innovation and Opportunities Act (WIOA) application in NCWorks Online by logging into NCWorks Online, clicking Assist an Individual, searching for individual and clicking on User ID to access their account, clicking on Programs under Case Management Profile, and clicking on Create Title I-WIOA Application.

35. Creates Wagner-Peyser application in NCWorks online by logging into NCWorks Online, clicking Assist an Individual, search for individual and click on User ID to access their account, click on Programs under Case Management Profile, and scroll down and click on Create Title III-Wagner Peyser (WP) Application.

36. Documents the outcome of in-person meetings, emails, and phone calls by entering a detailed case note in NCWorks Online and uploading any relevant documentation.

37. Enters correct Activity Codes for various activities by logging into NCWorks Online, clicking assisting an Individual, searching for individual, clicking on User ID, clicking on Programs under Case Management Profile, scrolling down to Title I-WIOA Application, clicking the plus sign on the left side of Activities and clicking Add Activity.

38. Evaluates an individual's abilities, interests, and personality characteristics (i.e., Traitify, TABE, IBM Assess, My Next Move) by using assessment and tests results, interviews, and other professional sources (i.e, College transcripts, credentials from third-party agencies) to determine suitability for program.

39. Follows 90-day rule (i.e., no participant should go 90 days without an activity/service) by ensuring all activities are properly and timely recorded under the Title I-WIOA Application, Activities Tab.

40. Follows all Federal, State, and Local Area policies and rules governing program operations by becoming familiar with all Local Area Policy Issuance's.

41. Interviews and assesses customer needs, job skills, education, knowledge and abilities for job assistance, including addressing any barriers, and/or training by reviewing resume, customers NCWorks Online account, and any credentials.

42. Maintains accurate and complete records as required by Federal, State, and Local Area policies by keeping detailed case notes and uploading documents in NCWorks Online in a timely manner.

43. Maintains contact with participants to determine if supportive services (i.e., childcare, transportation, tutoring) is needed by emailing or calling participants and scheduling in-person (i.e., Career Center or another location in the community) meetings.

44. Prints IEP for review and signing by selecting Print and uploading the signed (by the participant and the Career Advisor) original into NCWorks Online.

45. Prints OAS for review and signing by selecting the Print button under the Tests Tab, uploads final signed copy (Career Advisor and participant must sign) into NCWorks Online.

46. Prints the WIOA Application for review and signing by selecting the printer icon beside the WIOA Application link, clicking Print with Disability Information, signing application (by both participant and Career Advisor), uploading signed copy into NCWorks Online, and entering a detailed case note.

47. Provides information and determines eligibility type (i.e., Adult, Dislocated Worker, or Youth) by reviewing program guidelines and documentation (i.e., birth certificate, layoff notice, and/or family income).

48. Records all activities for the participant in NCWorks Online by assessing their account, clicking on the Activities tab on the WIOA Application and entering the respective activity code as well as documenting a detailed case note.

49. Records all case management activities in a timely manner by entering detailed case notes and uploading all relevant documents (per Local Area Policy on naming conventions) within 15 days of initial contact.

50. Tracks employment plans (i.e., IEP and OAS) to provide case management for participants enrolled in training by monitoring training activity to ensure participant is progressing and entering a detailed case note into NCWorks Online.

51. Updates IEP quarterly by contacting participant, scheduling in-person visit, printing original IEP or last updated IEP and reviewing goals and objectives to determine completed goals and/or new goals to be established, and entering appropriate activity code.

52. Utilizes redaction tool when uploading documents to remove personal identifiable information (per Local Area Policy) by clicking on the Redaction Tool once the document is uploaded, and clicking save.

53. Verifies that all forms (i.e. Birth Certificate, unexpired Driver's License or State Issued Photo ID, signed Social Security Card, and Family Income; if applicable, Selective Service Registration, SNAP Food Stamp Assistance Form, Separation Notice from Employer, DD214), needed for enrollment and eligibility have been received by reviewing each document and uploading into NCWorks Online.

54. Verifies that participants met graduation or credential requirements by reviewing College transcripts or credentials from third-party agencies entering information in a detailed case note into NCWorks Online and uploading any documents.

55. Verifies WIOA Application Contact and Demographic Tabs by reviewing information and verifying age, citizenship, selective service (if applicable), and social security number by uploading a copy of the original social security card, redacting information as required, and clicking Next.

56. Verifies WIOA Application Employment Tab by reviewing information and adding any additional information and if Youth Participant is of compulsory age and a drop-out, selecting the correct indicators and uploading a copy of school records, and clicking next.

57. Advises participants regarding educational issues, such as course and program selection, class scheduling and registration, school adjustment, truancy, study habits, and career planning by assessing their readiness for training (i.e., TABE, IBM Assess, Traitify).

58. Answers general questions regarding services offered through the NCWorks Career Centers by being familiar with the programs and services available and having resource guide readily available.

59. Assists an individual with creating their NCWorks Online Account by having them go to ncworks.gov, clicking on Register, scrolling down and clicking on Individual, and following the prompts on the screen.

60. Assists customers with navigating NCWorks Online by walking them through the registration process and ensuring they understand how to use the system, including setting up the Virtual Recruiter (if applicable).

61. Checks email frequently each day to ensure timely processing of all communication and documentation by logging into Microsoft Outlook and accessing email account.

62. Compiles and studies occupational, educational, and economic information to assist participants in determining and carrying out vocational and educational objectives by becoming familiar with training opportunities offered by local training providers.

63. Completes Individual Training Agreement (ITA) by filling in all the required information and obtaining approval signatures.

64. Completes Wagner-Peyser Application by selecting WP (application number)-Participation Link above the application date, entering the participation date and clicking Next, selecting Wagner-Peyser as the Customer Group and 102-Initial Assessment as the Service/Activity Code, entering a detailed case note, and clicking on Save Changes.

65. Establishes contacts with employers to create work-based learning opportunities (i.e., industry tours, job shadows, work experience (paid and unpaid), and on-the-job training) employment opportunities for participants by making outreach visits and working with the Business Engagement Coordinator.

66. Forwards approved ITA Form to Training Provider to register participant for their training class by emailing form to Training Provider Contact and scanning/uploading a copy of the ITA Form in NCWorks Online.

67. Generates reports (i.e., Soon to Exit, Caseloads) to ensure all activities and documentation is recorded and uploaded into NCWorks Online by assessing the Detailed Reports menu and selecting desired report.

68. Interviews individual to obtain information about employment history, educational background, career goals, and to identify barriers to employment by scheduling an in-person meeting, reviewing resumes, credentials, college transcripts, etc. to determine which programs and services would be best for the individual.

69. Maintains professional development opportunities by attending meetings, educational conferences, and trainings offered by the Local Area Board.

70. Monitors participants progress through appropriate activities and take appropriate steps to ensure completion by reviewing transcripts and progress reports and entering a detailed case note in NCWorks Online.

71. Participates in career and employment-related programs and events, such as career planning presentations, job fairs, and career workshops by working with Center Manager and partnering agencies.

72. Participates in community events such as festivals, job fairs, chamber events and events offered through partnering agencies by attending and presenting information on the programs and services offered through the NCWorks Career Center.

73. Plans and conducts program orientation workshops by scheduling and advertising the workshops in the Career Center and on social media.

74. Prepares participants for later educational experiences by encouraging them to explore learning opportunities and to persevere with challenging tasks by maintaining monthly contact and reviewing participants IEP to ensure all goals and objectives have been met.

75. Provides instructions and assistance to customers utilizing services, systems, and information available in the Resource Room by greeting customers, explaining and assisting with navigation of NCWorks Online, and ensuring customer understands the resources available.

76. Provides job placement assistance, refers customers to job openings, training opportunities, and other employment-related services by reviewing job order in NCWorks Online or employer website, generating Referral Form, entering Activity Code for job seeker service and recording Employer Service Code.

77. Records all employer services provided by accessing the employer account in NCWorks Online, clicking on Service Plan and entering correct service code and details, including entering a detailed case note explaining who was contacted or visited, the service provided, and the follow-up (if any) required.

78. Refers individual to partnering agencies when not eligible or suitable for programs by providing contact information of partnering agency and other relevant information needed.

79. Administers IBM Assess assessments for employers and customers by accessing IBM Assess, entering test taker information, assigning assessment(s) and reviewing results with customer or forwarding results to employer.

80. Conducts file searches to assist with making applicant referrals by utilizing the Search for Resumes feature.

81. Confers with parents or guardians, teachers, and other professionals to discuss participant's progress, resolve behavioral, academic, and other problems, and to determine priorities for students and their resource needs by maintaining contact with training providers and participants. Information is recorded in a detailed case note in NCWorks Online.

82. Follows up with participants (after contact with partnering agencies) to help them understand and overcome personal, social, or behavioral problems affecting their educational or vocational situations by scheduling monthly in-person meetings and documenting the outcome in a detailed case note in NCWorks Online.

83. Greets and assists walk-in customers to the NCWorks Career Center by welcoming them, asking them how you can be of service, having them enter their social security number on the key-pad, adding them to the schedule, and having them have a seat until the next staff member is available.

84. Provide students with information on topics, such as college degree programs and admission requirements, financial aid opportunities, trade and technical schools, and apprenticeship programs by assisting with the application process, campus tours, and obtaining required documentation.

85. Reviews employer job orders and ensures qualified job applicants are referred to employers based on employer requirements by reviewing the job order and comparing to the applicants resume and credentials.

86. Conducts Employability Assessment Interview (EAI) as part of the Integrated Service Delivery model by interviewing claimant, offering Career Center orientation, explaining work search requirements, checking NCWorks Online registration, creating the Individualized Career Action Plan (I-CAP), uploading in NCWorks Online once signed, make job referrals and enter a detailed case note.

87. Conducts Reemployment Services and Eligibility Assessment (RESEA) appointments (as part of the Integrated Services Model) by interviewing claimant, offering Career Center orientation, explaining work search requirements, completing RESEA UI Form Eligibility Review Form, checking NCWorks Online registration, creating the Individualized Career Action Plan (I-CAP), uploading in NCWorks Online once signed, make job referrals and enter a detailed case note.

88. Documents incentives received (youth participants only) by adding a detailed case note in NCWorks Online.

89. Maintains a mentoring program for youth participants by working with local businesses and industries to develop a list of local leaders who are ready to step in when a participant needs extra guidance.

Required:

1. All applicants must submit their National Career Readiness scores with the following individual scores: 3 – Applied Math; 3 – Graphic Literacy; 5 – Workforce Documents

2. All applicants must have high school diploma or high school equivalency

The above job duties are listed in order of importance as determined by the Career Advisors during the job profile session. Program Operators can 'add to' this list, but are required to use the above 89 tasks when advertising vacant positions. Program Operators can 'add to' the requirements list as well as add any preferred requirements, etc. Any applicant who does not possess the required minimum NCRC scores cannot be considered. They can be referred to their local community college and retest; once they have the required minimum scores, they can reapply.