



**Mid-East Commission and Rivers East Workforce Development Board
Career Advisor Competency Checklist
13-107100**

Understanding of the Workforce System	Training	Demonstrates Fundamentals	Proficient in Task	Completion Date
Demonstrate an understanding of the Workforce System which should include governance, DWS, WDBs, and our partners				
Program Design and Implementation	Training	Demonstrates Fundamentals	Proficient in Task	Completion Date
Demonstrate ability to navigate NCWorks Online, effectively to enter case notes, employer services, job seeker services and other vital information				
Prepared to explain to customers what a One Stop Center is and the services it provides				
Demonstrate the ability to explain the Adult and Dislocated Worker Program to customers.				
Demonstrate the ability to explain the NextGen Youth Program to customers, including the Youth section of NCWorks.				
Demonstrate the ability to explain Special Programs that are offered through the Career Centers (for example, Finish Line Grants).				
Be able to locate and use the Desk Guide to Applicant Services				
Have a general understanding of TAA and know who the TAA Career Advisor is assigned to your Career Center				
Be able to explain the ISD Learning Map and your part of ISD				
Have a general understanding of the Agricultural Services Program and who to contact for information/referrals				
How to utilize the LMI Section of NCWorks online				
Be able to locate and use the Career Cluster Guide to assist customers with career exploration				
Be familiar with the assistive technology available in the Center to assist individuals with disabilities. If we do not have the technology, also be familiar with the ATC located in Greenville				
Know where to locate the Limited English Proficiency cards and be able to assist customers, and know who the LEP Coordinator is for your Center				

Demonstrate your knowledge of Career Pathways and be able to advise customers				
Case Management	Training	Demonstrates Fundamentals	Proficient in Task	Completion Date
Demonstrate how to effectively enter a case note in NCWorks online				
Demonstrate an activity you learned by that will assist you in 'working smarter', not harder				
Demonstrate an activity you learned that will assist a customer in "getting a job and keeping it"				
Be able to explain an Applicant Tracking System to a customer and how they need to make adjustments when they apply				
Demonstrate your ability to generate a resume for a customer as well as being able to update a customer's resume				
Be able to explain a "Panel Interview" to customers including demonstrating behavioral based interview questions				
Have an understanding of our Job Order Policy and demonstrate the ability to enter a job order as well as do a file search to fill the position				
Be familiar with our SCAM employer Policy and be able to recognize those employers when reviewing job orders in NCWorks Online				
Complete the Facilitating Career Development Class and provide a copy of your completion certificate				
Diversity and Inclusion	Training	Demonstrates Fundamentals	Proficient in Task	Completion Date
Be able to explain the Equal Opportunity policy to a customer and know what to do when you receive a complaint				
Professional Development	Training	Demonstrates Fundamentals	Proficient in Task	Completion Date
Demonstrate an understanding of the various topics covered through Second Friday Training				
Attend assigned LinkedIn Learning Module training and provide copies of certificates				
Have a basic understanding of workshops covered during various training workshops held throughout the program year				
Be able to follow safety procedures to ensure a safe working environment				

Relationship to Community	Training	Demonstrates Fundamentals	Proficient in Task	Completion Date
Demonstrate a willingness to search for and retain information about communities with cultural and economic backgrounds different from their own				
Maintain relationships and demonstrate working knowledge of non-center partner organizations				
Administrative Skills	Training	Demonstrates Fundamentals	Proficient in Task	Completion Date
Maintain records (e.g., case notes, program data and other statistical records related to job placement and retention				
Demonstrate ability to write effective reports, notes, and letters				
Demonstrate knowledge of time management strategies				
Demonstrate knowledge and application of appropriate technologies to the task at hand (e.g., specific computer applications, internet)				
Workforce Preparation	Training	Demonstrates Fundamentals	Proficient in Task	Completion Date
Assess career interests through the use of appropriate instruments, e.g., interest inventories, personality measures multiple aptitude or achievement batteries combined instruments.				
Assess job readiness of candidates through the evaluation of interview skills, job keeping skills, and social skills.				
Demonstrate ability to recognize strengths and barriers which may affect career training activities.				
Career Exploration	Training	Demonstrates Fundamentals	Proficient in Task	Completion Date
Utilize current labor market information, and other post-secondary information materials to assist customers with identifying career pathways				
Begin to build and maintain knowledge of target industries, employers, potential clients, and roles.				
Apply knowledge of education, training and resources that provides information about job functions, salaries, requirements and future outlooks.				
Resource Development	Training	Demonstrates Fundamentals	Proficient in Task	Completion Date
Create and maintain relationships with the educational systems, (e.g., secondary, post secondary and others).				
Coordinate client/employer outreach with other workforce development agencies in the community and utilize employer				

advisory councils for education and workforce preparation programs.				
Client Relations	Training	Demonstrates Fundamentals	Proficient in Task	Completion Date
Coordinate job search activities with other Career Center staff, employment agencies, and other partners. Creates and maintains relationships with customers and employers to ensure participant retains job				
Builds and maintains relationships with clients including conducting intake-calls and fielding questions about services provided through the NCWorks Career Centers				
Demonstrate conflict resolutions skills to resolve problems between customers and employers to increase client job retention				
Have working knowledge of client needs and concerns				
If enrolled in WIOA Program, monitor on the job performance to ensure participant is successful in the workplace				