



**Job Title:** Workforce Development Specialist  
**Supervisor:** Workforce Development Manager  
**Status:** Exempt  
**Salary Range:** \$36,000 - \$40,000 (DOE)

**ABOUT UMOM NEW DAY CENTERS:**

Founded in 1964, UMOM is Arizona’s largest provider of services for families experiencing homelessness. Our mission is to prevent and end homelessness using innovative strategies and housing solutions that meet the unique needs of each family and individual. With an annual operating budget of 25 million dollars, UMOM provides shelter, housing, and supportive services to youth, families, and individuals experiencing homelessness in Maricopa County. UMOM serves nearly 15,000 clients across all our services annually, including those families receiving support at the Family Housing Hub.

**POSITION DESCRIPTION:**

We are seeking a professional, charismatic, and motivated individual to join the UMOM team as a Workforce Development Specialist. At UMOM we believe that housing + income ends homelessness. The Workforce Development Specialist (WDS) is responsible for implementing UMOM’s employment and job training strategies to assist clients in obtaining and retaining sustainable income to support ending their experience of homelessness. The WDS will support case managers in providing direct employment services and accessing resources.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Employment Services

- Serve as an ambassador of UMOM’s workforce development strategy by supporting the regular implementation of employment services by program case managers. This includes training and supporting case managers to establish a time-sensitive employment/income plan that is integrated with a client’s housing plan.
- Thoroughly assess client’s unique need while identifying and strategizing around barriers to long-term success.
- Assist clients in co-creating an employment plan to be able to achieve sustainable income based on their unique needs and circumstances and regularly meet to discuss and review progress.
- Meet regularly and consistently with clients to hold structured, intentional conversations focused on the skill-building necessary to obtain and retain employment.
- Facilitate employment readiness workshops such as resume writing, mock interviewing, and financial literacy for UMOM clients.
- Attend program case conferences to support case managers in addressing the unique needs of clients experiencing employment-related issues.

Employer and External Stakeholder Engagement

- Manage all UMOM hiring events including recruitment of employers, marketing to clients, on-site coordination of the event, tracking of participation, and follow-up on all job placements
- Build a network of employers in the community who understand the clients that UMOM serves, advocates for the benefit associated with employing them, & scales with the growing need of employment opportunities for our clients.
- Update and maintain a database of employers to meet the needs of UMOM clients including identifiers such as felony friendly, education requirements, employment sector, and rate of pay.
- Provide retention services for clients who obtain employment at regular appointed intervals to address potential issues in maintaining employment.

Documentation and Reporting

Effective: 1/12/2020

- Document all client contact in UMOM's internal database, Efforts to Outcomes (ETO) within 72 hours.
- Create and maintain training curriculum and instructional material.
- Support program staff in the completion of accurate employment documentation in ETO, addressing discrepancies ongoing.

## **QUALIFICATIONS AND COMPETENCY REQUIREMENTS:**

### Experience and Education:

- Bachelor's degree required, ideally in a related field.
- Minimum 1-year experience working with at-risk populations and/or case management required.
- Ability to work flexible hours, including occasional night and weekend shifts as needed.
- Experience in and passion for workforce development, employment services, and vocational training, strongly preferred.
- Knowledge of non-profit sector; experience working with underserved or disadvantaged populations is preferred.
- Knowledge of the local publicly funded workforce development system is a plus.
- Ability to develop strong relationships within a fast-paced, collaborative setting that values diverse opinions; enthusiasm for helping drive change as UMOM becomes a more data-driven organization.

### Computer Skills:

- Basic computer literacy required, including, proficient in Windows operating system, Microsoft Outlook, web navigation, typing and text editing, and the ability to learn new software navigation.

### Compliance:

- Valid Level One Fingerprint Clearance Card or the ability to obtain one
- Valid AZ driver's license and a driving record that falls within UMOM's policy
- Vehicle insurance in accordance with UMOM driving policy

### Additional Attributes

- High level of attention to detail and ability to multitask
- Ability to exercise excellent independent judgment and ownership of decisions
- Ability to work independently and self-manage to achieve goals while being a strong team player
- Ability to organize, meet deadlines and prioritize appropriately
- Willingness to embrace and actively support UMOM's core values