

SkillSource
Roger Thieme Career Center
165 N First Avenue
Othello, WA 99344
509-488-1670
WA Relay 711

Job Description

| |
|-----------------------------------|
| STUDENT SUPPORT SPECIALIST |
|-----------------------------------|

| | |
|---------------------|---------------------------------------------------------------------------------------------|
| POSITION: | Student Support Specialist |
| AREA: | Adams County |
| OFFICE: | Othello, Washington |
| SALARY RANGE: | \$24.10 - \$32.43 |
| CLASSIFICATION: | Full Time Non-Exempt Employment |
| NORMAL WORKING HRS: | 40 hours per week. Employee will follow SkillSource's employment guidelines and procedures. |
| SUPERVISOR: | Youth Career & Training Manager |

POSITION SUMMARY:

SkillSource is a mission-driven nonprofit organization that helps people build new careers and businesses build strong teams through skills training, education, and employment opportunities.

The ideal candidate for this position is passionate about wanting to make a difference in the lives of older youth, ages 16-21. This person will support students in realizing their education and employment goals. They have knowledge and experience in case management to support multiple pathways for youth to realize success, and provide learning and career plans to earn a high school equivalency and on-ramp to post-secondary achievement through competency based, individualized learning. They will be connected to Grant and Adams Counties community social and health services.

This position will work collaboratively with Learning Center staff to ensure that case management services and instruction are integrated and coordinated. They will be responsible for providing accessible, consistent support to students, as well as academic advising, career guidance information, employment assistance or referrals, and referrals to social and health services. They will provide support to Instructors to meet the needs of students enrolled in SkillSource Open Doors and WIOA funded programs. Both programs reengage disconnected youth in partnership with Othello School District, other local districts, and community agencies. Support includes, but is not limited to: greeting and directing students and customers, answering phones, registering and enrolling students, developing and maintaining up-to-date student files, initiating and maintaining student and communications, case management, and entering and maintaining student and customer data in multiple management information systems.

ESSENTIAL FUNCTIONS

- Frequently answers telephone; regularly greets, directs and refers customers, and responds to inquiries regarding the Learning Center and other SkillSource services and procedures. Assists with opening and closing the Roger Thieme Career Center as needed.
- Recruits youth customers and promotes SkillSource services; facilitates orientation and communicates SkillSource service information to individuals and/or group settings. Refer youth to other resources and services.
- Regularly moves about the Learning Center assisting students with assessments, career information, basic skills tutoring and other support as directed by Instructors.
- Assists with customer workshop research, plans, organizes and delivers/facilitates workshops to youth; customer skill assessment, interest and aptitude assessment administration, evaluation and interpretation. Prepares workshop training aid selection and distribution of materials.
- Motivates youth to achieve educational and/or employment goals; documents progress and updates and adjusts learning and career plan as necessary. Conducts in depth counseling sessions; assesses and identifies educational and employment barriers and corrects inappropriate behavior.
- Develops written Individualized Learning & Career Plan with youth, in coordination with Instructors, that provides for needs such as occupational/aptitude testing, training, employment assistance, supportive services, health and medical care.
- Regularly registers and enrolls students in Learning Center program, applies appropriate federal, state and local guidelines to register and enroll students, collects and compiles enrollment and registration information; generates F.T.E. reports and completes monthly state reporting.
- Regularly develops and maintains up-to-date files on learning center students that contain assessment data, attendance/progress records, Individual Learning & Career Plans, case management, contacts, referrals and other information.
- Regularly initiates and maintains communication with students, parents and guardians regarding classroom attendance and progress, contacts absent students and updates contact log daily, sends correspondence as needed; may assist with daily student attendance records.
- Consistently enters and maintains customer data in multiple management information systems and web-based applications, operates several computer applications, word processes documents, prepares and generates reports and other documents such as awards, workshop reminders, letters and others.
- Assists with SkillSource lunch service.

NON-ESSENTIAL FUNCTIONS

Performs other duties as assigned.

REQUIREMENTS, SKILLS & ABILITIES:

- Experience in providing support and guidance in a learning environment, preferably in an alternative education program.
- Proven experience developing positive relationships with at-risk youth and other populations with significant barriers to employment.
- Effectively work as a team member.
- Ability to speak Spanish required.
- Excellent communication (oral and written) and presentation skills.
- Proficient computer skills and experience in using Microsoft and Google products.

- Attention to detail with a strong ability to multitask.
- A professional and resourceful style with the ability to work independently and as a team player, to take initiative and manage multiple tasks and projects at a time.
- Establishing and maintaining effective interpersonal relations with SkillSource, administrative staff, service delivery staff and school representatives.

MINIMUM QUALIFICATIONS:

Bachelor degree in social work, counseling, education, or a related field or at least two years' experience providing case management, counseling, or related direct services to at risk individuals or sixteen to twenty-one year old youth.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS:

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus. The employee is required to be present on a regular, reliable, and routine basis. The work environment characteristics described are representative of those an employee encounters while performing the essential functions of the Job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually low. Work is performed mostly indoors in an office setting with some travel locally and travel throughout North Central Washington.

EQUIPMENT OPERATED:

Computer, phone, scanner, calculator, projector, and copier.

OTHER REQUIREMENTS:

Personal transportation, valid Washington State Driver's License and current automobile insurance.

Completed application and resume required. To apply, complete application and upload resume online at <https://www.skillsource.org/employment>. Position open until filled.

SKILLSOURCE - 240 N. Mission, Wenatchee, WA 98801, 509-663-3091, WA Relay 711

SkillSource is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. WA Relay 711.