

POSITION DESCRIPTION

Approved By: Executive Director

Job Title:	Workforce Advisor – Adult and Dislocated Worker Workforce Programs and Services
Department:	Adult and Dislocated Workers
Reports To:	Director of Adult and Dislocated Worker Workforce Programs and Services
Grade/FLSA:	Hourly, Non-Exempt
Recent Review Date:	06.06.2025
Future Review Date:	06.06.2027
Hiring Range Based on Education and Experience:	\$24.52/hour - \$27.41/hour (\$44,626 - \$49,886 annualized)

AGENCY SUMMARY:

CNY Works is a not for profit (501(c)(3)) corporation and serves as the Onondaga County Workforce Investment Board (OCWIB). Workforce Investment Boards are regional entities created to implement the Workforce Innovation and Opportunity Act. CNY Works has been designated by local government (City of Syracuse and Onondaga County) to administer the workforce development funds targeted for the Central New York area. CNY Works functions as the apolitical convener of business, economic development, and community agendas to define workforce system goals, garner resources, and support growth and development of the local and regional economy. On an operational level, CNY Works provides services to help develop, attract, and retain workforce talent in the Central New York region by providing skill development, training, education services, information, and career resources for job seekers and businesses.

CAREER CENTER SUMMARY:

The CNY Works Career Center is the heart of the One-Stop Delivery System in Onondaga County and provides comprehensive career services to job seekers, specifically youth, adult and dislocated worker populations. The Career Center delivers high-quality career services, education and training, and comprehensive supportive services to the local community which are tailored to meet the needs of the local and regional economies. Services include individual and team case management, Resource Center access and support, workshops and other partner and community-based services aimed at developing job seekers' skills for employment success.

POSITION OVERVIEW:

The Workforce Advisor is a member of the CNY Works Career Center cross-functional team that performs multiple Career Center key functions, including but not limited to supporting the Front Desk Reception, Telephone Reception, and Resource Center and conducting the Orientation/Overview of Career Center Services, and job search related classes and workshops. The Workforce Advisor's primary role is to function as the key service contact for job-seeker customers. Provides eligibility determination, initial assessment and orientation/overview of services and career guidance. Recommends the most appropriate career service strategy for each customer. Given job opportunities within the local and regional economies, provides career

counseling, job development and placement assistance to personal caseload participants, prepares, screens and identifies candidates for skills development, training or open job opportunities. Delivers follow-up services, tracks and analyzes data on an individual, caseload and agency wide basis.

POSITION ESSENTIAL FUNCTIONS:

- Contact assigned customers within three (3) business days of assignment including via telephone and email as a warm introduction to CNY Works. Attempt to contact all NCNS customers a minimum of three (3) times before closing the file.
- Determines whether job-seeker customers meet eligibility requirements to receive services under the various programs administered through the New York State (NYS) Career Center System, including co-enrollment among programs.
 - 1) Completes NYS Career Center Customer Registration form (ES-100) via New York State (NYS) One Stop Operating System (OSOS).
 - 2) Completes NYS Career Center Supplemental Questionnaire (ES-102) via NYSOSOS.
 - 3) Completes Data Element Validation (DEV) process via NYSOSOS.
- Conducts initial assessment process. Assesses customer career services needs upon enrollment to determine job readiness. Given initial assessment outcomes recommends either basic career (Job Search Ready), labor exchange or individualized career (Career Development) services strategies to support customers in obtaining or retaining employment.
- Conducts comprehensive and specialized assessments of skill levels and service needs to develop Individual Employment Plans (IEPs) or Individual Service Strategies (ISSs) identifying short-term and/or long-term career goals, achievement objectives, and the combination of services for customers to achieve their employment goals.
- Provides Job Search Ready (JSR) customers with external job referrals and documents job placements.
- Utilizes NYSDOL JobZone and other virtual career services resources to inform and support customers with their career management.
- Records data representing the services that they have provided to customers in NYSOSOS within five (5) business days of service provision.
- Provides case management services and makes referrals to partners and other service providers when appropriate. Enters case notes and activities in NYSOSOS. Updates and maintains NYSOSOS case notes to reflect ongoing customer assessment and related results. Participates in case review, case conference and program evaluations.
- Demonstrates a basic working knowledge of Federal, State, and Local Employment and Training laws, rules and regulations, specifically One-Stop Career Center programs and functions and referral processes. Programs include but are not limited to Worker Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker and Youth, Trade Adjustment Assistance (TAA), Temporary Assistance for Needy Families (TANF), Wagner-Peyser, Ticket to Work, NYSDOL 599, and other relevant programs, including those of defined System Partners.
- Provides local and regional workforce information including education, training and community services and labor market employment and trends, career pathways and in-demand occupations. Promotes targeted sector job opportunities and referrals.
- Recognizes the value of skill development by providing guidance to customers on appropriate education and training programs including basic skills, computer skills, apprenticeships, internships and work experience, Individual Training Accounts (ITAs) and On-the-Job Training (OJT).

- Determines eligibility for education and training programs, guides training funds requests process, completes required documentation for ITA Committee review, and upon approval develops employment and training contracts/agreements and other requisite correspondence (e.g. Letter of Authorization).
- Monitors customers enrolled in funded training programs. Conducts monthly follow-up and monitoring of customers' academic progress in accordance with the "Monthly Monitoring Procedures for ITA Enrollments" policy. Documents program-related expenditures and exit outcomes. Ensures accurate documentation in customers' NYSOSOS records via case notes.
- Conducts CNY Works Career Center Orientation/Overview of Services sessions.
- Supports the design, development and delivery of classes and workshops.
- Participates in staff rotation and performs required duties outlined for Front Desk Reception, Telephone Reception and Resource Center Support.
- Provides follow-up career services, as appropriate, for customers assigned or allocated to a caseload.
- Performs special projects and other duties as assigned.

ACCOUNTABILITIES:

Meet the expectations of the Director of Adult and Dislocated Worker Workforce Programs and Services and the Executive Director of CNY Works. Meets position essential functions for quality and productivity. Adheres to agency policies and procedures. Satisfactorily performs activities supporting WIOA Primary Indicators of Performance in accordance with the most current Performance Technical Advisory.

QUALIFICATION STANDARDS:

Bachelor's degree in human or social services or related field with two to three years of experience OR an Associate's degree with five to ten years of experience OR an equivalent combination of relevant education and experience in working in career or workforce development will be considered. Strong demonstrated understanding of community organizations and related services highly desirable.

Attention to detail and impeccable organizational skills are critical attributes, including a high level of written and oral communication skills.

- Proficiency using MS Word and Excel
- Ability to establish and maintain effective working relationships with coworkers, customers, and private and governmental agency representatives.
- Ability to express oneself effectively, both verbally and in writing.
- Ability to understand verbal and written instructions/directions.
- Ability to organize and prioritize work.
- Ability to complete detailed tasks with a high level of accuracy, especially NYSOSOS registration, data element validation, activities and case notes documentation.
- Ability to work independently and as part of a team.
- Ability to perform multiple tasks simultaneously.
- Ability to mentor and counsel customers regarding career decisions.
- Ability to receive and convey detailed instructions to customers.
- Ability to research and analyze detailed information accurately.
- Ability and desire to understand the overall functions of the organization and apply this understanding to work performed.

- Ability to interact with customers and staff in a positive, cooperative and supportive manner.
- Ability to work extra hours, including evening hours as job duties demand.
- Understands that the One-Stop Career Center is a team environment and that a Career/Workforce Advisor may be asked to perform multiple tasks or roles based on customer needs and demands.
- Must have own transportation.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position.

Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.

This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.