



Towards Employment

POSITION: Program Assistant
Reports to: Industry Partnerships
Positions Supervised: None

BACKGROUND:

Towards Employment is a national leader in workforce development. We connect people to careers which change people's lives, advances businesses, and strengthens community in Northeast Ohio. Founded in 1976, Towards Employment has gained local and national recognition for achieving excellent outcomes through the hard work of its dedicated staff. At Towards Employment we value critical thinking, intellectual curiosity, open communication, and collaboration. We embrace diverse perspectives, have a collective passion for the work we do and a curiosity to find new and better solutions. As a staff, we work towards achieving our organizational vision - an equitable workforce system where racial income gaps have been eliminated and everyone, especially those most affected by systemic racism, has access to family-sustaining wages and quality jobs.

POSITION OVERVIEW:

Towards Employment offers a continuum of support to low-income individuals preparing to enter the workforce or looking to advance from low-wage employment while also fulfilling the staffing needs of local employers. The Industry Partnerships Program Assistant works with our Industry Partnerships programming to provide overall administrative and classroom support.

General Duties: Support the overall Industry Partnerships program through classroom support including technical assistance and helping with employer activities. Additionally, have timely and accurate data collection, data entry, and frequent reporting to ensure program and participant success. Duties focus around the administrative and clerical tasks necessary for quality program operations including hard and electronic case file maintenance, workshop starts, workshop completions and general program needs. Works with supervisor on assignments as required.

RESPONSIBILITIES

- Maintain accurate and timely documentation of participants and program activity in compliance with TE policy and funder performance requirements.
- Responsible for data entry in required data systems including Towards Employment's Commence system. May be required to enter data in other systems as required by funders for participant tracking against contracts.
- Responsible for classroom setup and technology support including online technical training.
- Support employer onsite trainings including employer showcase and interview days.
- Work in Commence to develop first day start list; ensure the paperwork needed for the first day start of participants is printed and provided to IP staff for check in and also to workshop instructor(s).
- Work with the Industry Partnerships leadership to ensure data reporting needs are met.

- Prepare workshop certificates for signature at least 2 days before the workshop completion.
- Set up hard case files for documentation.
- Maintain paperwork and documents that relate to intake and case management for participant files and check appropriate items off the checklist. When status of participants is changed to “Off of Service” review file for completeness to assure positive results on any file audits from funder.
- Support the program orientation process by preparing orientation intake packets, ensuring sufficient amount for each weekly orientation as needed.
- Case notes regarding all contact will be input within 24 hours of the contract.
- Commence services will be input by the 3rd business day of every month.
- Maintain program file system in an efficient organized manner ensuring all files are accounted for at all times, contain all required documentation and are accessible as needed.
- Perform all other duties as required or requested from supervisor or Director of Industry Partnerships.

Qualifications:

- Must be results-oriented, self-starting, assertive, outgoing, and willing to learn
- Minimum of a high school diploma with two years applied experience preferred.
- Previous experience in a Social Service setting contributes to knowledge of the field.
- Must have proficiency with computers, including Microsoft Office, Internet and email. Strong understanding and knowledge of database reporting systems.
- Strong attention to detail is required
- Ability to function with minimum supervision and with all levels of staff is needed.
- Good interpersonal, telephone skills, and, must possess good written and verbal communication skill
- Strong organizational, time management, and problem solving skills
- Commitment to our mission and values
- Ability to work independently, be flexible and dependable, and demonstrate initiative and creativity.

Computer Skills

- Proficient with computers, including Word, Excel, Power Point, Publisher, Outlook, and Internet. Experience and knowledgeable with electronic case management tracking systems (databases).

Language Skills

Ability to write routine reports and correspondence.

Work environment

Work is performed in an office setting at multiple locations.

Competencies

Success in this position also requires:

- **Continuous Improvement** – Committed to learning, development, assessment, and measurement to continuously improve.
- **Coaching Capacity** – Ability to provide guidance and to support the advancement of others.
- **Team Builder** – Leads others through collaboration, influence and managerial strength.
- **Social Justice Advocate** – Passionate about promoting racial equity and inclusion at personal, organizational and systems level.
- **Growth Mindset** – Embraces a culture of continuous learning and a can-do attitude, readily adapts to change, is intellectually curious and a critical thinker.

Updated 4/26/2023