POSITION: WorkSource Liaison
WAGE: $40,000 – $45,000 per year
LOCATION: WorkSource - 30 N Webster St Suite E, Portland, OR 97217
APPLY AT: www.irco.org
STATUS: Full Time with Benefits
PROGRAM(S): WorkSource N/NE
OPENING DATE: February 14, 2020
CLOSING DATE: Open until filled
REQUIREMENTS: Must have current Driver’s License, Insurance and full use of an automobile

GENERAL POSITION SUMMARY:
The WorkSource Liaison will largely be responsible for serving as a liaison and content area specialist between the WorkSource system and key community partner organizations. They will provide training and technical assistance to Aligned Partners Network (APN) Career Coaches to assist with connecting their customers to the WorkSource system and services. This position supports the regional workforce development system in meetings and in the broader community. This position is 50% field work, and 50% based out of the N/NE office.

ESSENTIAL FUNCTIONS:
Training:
• Provide training, technical assistance, and coaching to Aligned Partner Network (APN) coaches on WorkSource services and systems, occupational training opportunities, and career mapping
• Facilitating the Career Mapping workshop
• Develop and facilitate bi-monthly APN coaches professional development sessions

Ongoing Support and Coaching:
• Meet with Career Coaches at least bi-weekly to review customer career plans, including progress toward planned career goals and recommend next steps
• Assist Career Coaches to develop outreach and enrollment processes that successfully identify, recruit and engage participants interested in and prepared for training and job search activities
• Provide on-going connectivity to WSPM services and resources
• Provide on-going technical assistance about Career Coaching and using WorkSource, including the use of data systems such as I-Trac
• Assist Aligned Partner Network (APN) Organizations in connecting their customers to appropriate WorkSource Centers and training opportunities based on customer location or preference
• Update Career Coaches about system processes and resources
Program Infrastructure and Improvement:

- Participate in regular meetings with WorkSource liaisons, WSI staff, and community partners.
- Maintain regular communication with Worksystems and partners to inform about trends, potential concerns or future challenges; participate in developing solutions to support continuous program improvement.
- Work with Worksystems staff and Lead Liaison to continually improve skills of the Liaison in career mapping and resource planning and provide technical assistance to partners.
- Communicate with WorkSource staff to ensure smooth connection of participants to services.
- Coordinate with other regional WorkSource Liaisons and Center Managers to ensure staff at all WorkSource Centers understand the process for engaging and tracking participants from Aligned Partners.
- Address any difficulties or barriers to Aligned Partner customers accessing WorkSource services; work with WorkSource and Aligned Partner staff to resolve problems and provide direct technical assistance to avoid future similar problems.
- Assist WorkSource staff to refer customers to Aligned Partner Network organizations as appropriate.
- Ensure Aligned Partner Network (APN) coaches are informed and updated about WorkSource Center procedures, schedules, performance progress, upcoming events, available resources, or other related topics.

Performance Monitoring:

- Review and evaluate job seeker career and resource plans to ensure they are substantively engaging participants in a sequence of WSPI services that will result in reaching the training and employment goals. Tailor technical assistance to address needs revealed through data and career plan analysis.
- Collaborate and regularly monitor with other Liaisons across the local area to ensure the participants of all Aligned Partner Network (APN) receive excellent customer service and coordinated access to WorkSource Centers, and that systems and processes are continuously improved.
- Track performance and use of resources targeted or designated by Worksystems.
- Review program performance data to ensure accuracy and monitor progress toward goals.
- Collaborate with WorkSystems to make strategic changes to program delivery to ensure outcomes are met.

Reporting:

- Report to WorkSystems about progress toward planned goals.
- Submit monthly Career Coaches feedback forms to WorkSource Center Manager and Worksystems APN Lead.
- Produce quarterly reports on Liaison activities.
- Collect and report participant success stories in a template prescribed by WorkSystems.
SECONDARY FUNCTIONS:
- Serve as representative of IRCO to WorkSystems and APN partners. Learn about IRCO’s mission, values, culture and programs. Help refer clients to IRCO services.
- Attend all mandatory IRCO meetings and trainings, and others as requested.

JOB SPECIFIC QUALIFICATIONS:
- Keen listener - ability to listen and advise
- Excellent communication skills in person, in writing, by phone, and electronically
- Excellent presentation skills – ability to deliver information clearly and concisely
- Ability to understand multiple complicated systems, and how those systems interact, as well as stay up to date with system updates and new programs. Knowledge about WorkSource Portland Metro services, standards, and practices a plus.
- Excellent communication skills – ability to take complex information and make it understandable to wide range of audiences
- Excellent time management skills and ability to be a self-starter
- Excellent computer software skills
- Strong ability to deliver effective training and technical assistance in 1:1 or group sessions
- Calm and organized approach to work and deadlines
- Strong problem solving and group work leadership skills
- Ability to interact with people of all ages, styles and cultural backgrounds
- Excellent organizational and interpersonal skills
- Ability to work independently and as part of a team

KNOWLEDGE:
Education: Bachelor’s Degree (4)
Experience: 3-4 years of experience is required (4)
Licensure, Certification: None
Additional Language Required: None
Computers: All positions at IRCO require use of a computer and experience working with Microsoft Products including but not limited to Microsoft 365, Excel, Word, Outlook and PowerPoint. In addition, this position specifically requires:

SKILLS:
Communication:
Regular communication inside and outside the organization to exchange ideas and gather information (5)
Creativity:
Regular need for redesign of a single focus process or procedure is needed (3)
EFFORT:
Mental:
There is regular variation in tasks and the job holder must decide which tasks to complete as well as the order in which tasks are completed (3)

Physical:
Positions at this level require minimal physical effort such as light lifting, carrying or movement, etc. Physical capability involves use of office or equipment where some agility and hand eye coordination is needed (2)

RESPONSIBILITY:
Impact and Influence:
Positions at this level have a some need or ability to analyze problem or concepts or make decisions on the information. Positions at this level have some impact to and influence on organization operations, programs, expense or budgetary outcomes. (3)

Work Independence:
Positions at this level are expected to work under minimal supervision. Positions regularly contribute ideas and decisions or actions which commit the organization or which are outside established policy/procedure are expected to be referred to others (4)

Planning:
Positions at this level must consider own work and work of others. Planning processes will include determination of issues or obstacles and preferred courses of action. Ability to forecast for the near future (six to twelve months) is required (3)

Supervision:
Positions at this (Lead) level are responsible for daily work provided to staff/volunteers in similar job functions at comparable or subordinate levels. Positions are not responsible for hiring, firing, disciplinary actions, etc. (2)

WORKING CONDITIONS:
Environment:
This level has a work environment that is usually well protected, free from hazards or obstacles. There is little element of personal risk or hazard. Job conditions are usually comfortable, with only occasional issues, temperature change (2)

Schedule:
The work schedule is mostly stable and does not fluctuate without prior notice. (2)
**HOW TO APPLY:**
Applications are accessible on the IRCO website, [www.irco.org](http://www.irco.org) or IRCO’s main office, 10301 NE Glisan, Portland, OR 97220, 503-234-1541. Attach resume and cover letter to IRCO application form. This position requires the completion of an IRCO application. Materials submitted without a completed application are considered incomplete and will not be considered. Due to the high volume of applications received, we will not be able to contact each applicant or return calls regarding the status of your application.

**ABOUT IRCO:**
The Immigrant and Refugee Community Organization (IRCO) is a non-profit organization established in 1976 to serve immigrants, refugees, and the broader community in Portland, Oregon. Our mission is to promote the integration of refugees, immigrants, and the community at large into a self-sufficient, healthy, and inclusive multiethnic society. Find out more at [www.irco.org](http://www.irco.org).

**IRCO IS AN EQUAL OPPORTUNITY EMPLOYER**