

# Lutheran Family Services Position Description

**Position Title:** Employment First Career Specialist    **Effective Date:** April 2007  
**Paygrade:** F  
**Reports to:** Employment First Lead Case Manager    **Appointed By:** Employment First Lead Case Manager  
**Region:** Community Services    **Location:** Omaha, NE  
**FLSA Status (check appropriate box):**  Non-Exempt     Exempt

## **LFS Mission Statement:**

Lutheran Family Services expresses God's love for all people by providing quality human care services that build and strengthen individual, family and community life.

## **LFS Values:**

Respect all people, families and communities. The pursuit of excellence is achieved through the education of staff and the celebration of diversity, collaboration and change. Integrity, accountability and teamwork are values that guide our communication and work in a manner that upholds the Agency's reputation and Christian value base.

**Job Purpose:** Develop an individualized work plan for Employment First Participants. Primarily immigrant and refugee clients and helps the clients access needed services such as educational training, medical, child care, transportation, substance abuse/mental health, and other related needs.

## **Essential Job Duties:**

### Service Delivery

- Perform intake for eligible clients in the language they require.
- Provide initial assessments of the client's skill levels.
- Review client's recent work history for employability, good cause exemption, program eligibility, and school attendance.
- Provide short-term pre-vocational services (e.g., development of learning, communication, and interviewing skills) to prepare clients for jobs and training programs.
- Refer clients for occupational skills training and other types of training.
- Develop individual education programs that include an employment goal, objectives, and the variety and sequence of services.
- Assist clients with career planning in individual counseling sessions.
- Assess medical, childcare, transportation, substance abuse/mental health, and other related needs of clients.
- Provide follow-up for at least 6 months after placement to ensure clients achieve self-sufficiency.
- Other duties as assigned.

### Record Keeping

- Keep case notes and other files current.
- Document all client interactions; create progress reports and noting any problems.
- Maintain client records in compliance with Agency policy and reimbursement standards.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, knowledge, skills, and abilities required of individuals so classified. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job duties and responsibilities.

Professional Growth and Development

- Regular and predictable attendance is required.
- Attend and participate in staff meetings for supervision, team building and program planning.
- Participate in regular supervision sessions to review cases, discuss employment strategy, and monitor client progress.

Professionalism and Confidentiality

- Keep all client names and information and other agency business confidential.
- Guard client confidentiality in waiting areas, during phone contact, and in handling of records.
- Insure that all office and record security procedures are followed.

Interpersonal Relationships

- Maintain a positive, respectful demeanor on all contacts with staff and the public.
- Seek needed guidance in handling difficult client situations and establishing priorities for the job.
- Work to build positive, productive relationships with other staff.

**Job Requirements:**

Education and Experience:

- High School diploma required.
- Minimum two (2) years experience in related social/community services work or with an employment agency required. Minimum of two (2) years of college course work in psychology, sociology, social work may be substituted for experience.
- Fluency in Spanish or in a metro-area refugee language, i.e. Nuer, Arabic, etc., preferred.
- Work well in a multi-cultural environment
- Must be able to work with sensitivity in serving multi-ethnic clients.
- Knowledge and experience in interviewing and employment counseling preferred.
- Skill in solving employment-related issues preferred.
- Knowledge of the local economy, labor market, and employer base preferred.
- General knowledge of public employment and training programs required.
- Understanding and awareness of the needs of disadvantaged individuals and other persons who face barriers to employment required.
- Understanding of techniques for developing jobs in the public and private sectors preferred.
- Knowledge of local supportive services preferred.
- Ability to keep accurate statistical records required.
- Ability to communicate effectively, both verbally and in writing required.
- Daily use of computer and other standard office equipment required.
- Driver's license, good driving record, and current insurance required.
- Commitment to the mission of Lutheran Family Services of Nebraska.

Hiring Manager Signature \_\_\_\_\_

Date \_\_\_\_\_

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_

Director Human Resources \_\_\_\_\_

Date \_\_\_\_\_

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