**Workforce Development Advocate**

Reports to: Emerging Programs and Education Director  
Status: Exempt

**Position Description:** The Workforce Development Advocate of the Urban League of the Central Carolinas will provide job readiness services and other appropriate support services to assist clients in reaching their identified employment/career and financial goals. The Workforce Development Advocate is responsible for client management which includes implementing employment goals and objectives. The Workforce Development Advocate conducts recruitment, assessment, advocacy, job counseling, job readiness and interagency collaboration to ensure effective and efficient delivery of services to clients.

**ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:**

- Establishes and maintains on-going relationships and seeks to expand contacts with hiring managers, HR/employment personnel for the purpose of enhancing job development activities that will lead to hiring/job placement for our clientele.
- Works closely with the Empowerment Advocate to match qualified candidates to available and open positions.
- Organizes and implements creative, innovative programming on a daily basis that results in positive achievements for participants of workforce development and education opportunities.
- Provides a variety of services including assessments, orientations, and/or career counseling to eligible participants.
- Actively assists clients with the job search processes (i.e., resume building, mock interviewing, dress for success)
- Generates service plans, conducts case management and follow-up services on participants, as required by contract.
- Maintains accurate and complete files for program participants as related to services and activities; not limited to outcome/data tracking, to include but not limited to monitoring job retention, tracking client success stories and employment success of both current and former program participants.
- Prepares and maintains in the Apricot system accurate records of placement activities and as required enters data and maintains a job listing system that includes position, contact, phone number/email, positions available, and job requirements.
- Meets all performance standards and requirements for program contracts/grants or Urban League of the Central Carolinas.
- Markets program opportunities to company partners, community organizations and community-at-large.
• Informs participants and families of support and referral services.
• Actively participates in Urban League of the Central Carolinas special event committees and projects.
• Advises immediate supervisor of needs, trends and issues within area of responsibility and recommend activities to address them.
• Utilizes high level education, certifications and knowledge to support the specialized needs of the program.
• Develops and disseminates information to groups and individuals to promote increased awareness of the Urban League and its programs.
• Submits timely and accurate reports and data related to program and participants.
• Perform other related duties as assigned.

EDUCATION AND EXPERIENCE REQUIREMENTS:
• Bachelor’s Degree required in the field of counseling, social work, education or related human service field.
• At minimum, 2 years of direct workforce development experience, preferred
• Detailed knowledge and experience in job readiness and documentation.
• Ability to work some evenings and weekends
• Ability to express ideas clearly in both written and oral communications.
• Proficient in time management to fulfill all tasks in a timely manner adhering to program guidelines and supervisory expectations
• Ability to work effectively with persons of all ages and diverse backgrounds, skills and abilities
• Must be computer literate with familiarity utilizing client management systems
• Must have outstanding organizational skills
• Must have excellent presentation skills.
• Ability to carry out responsibilities with flexibility to adapt to changing needs and goals.
• Positive and team-oriented attitude Other
• Must have a valid driver’s license and reliable transportation.
• Must pass drug screening a Level 2 background fingerprinting.

QUALIFICATIONS:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

• Interpersonal and culturally responsive skills – We are looking for enthusiastic, positive, and friendly candidates that have strong interpersonal, communication, and writing skills, as
well as reliable computer and social media skills. Candidates who are critical thinkers, possess a keen sense of attention-to-detail, and meet deadlines will excel in this role. We need an individual who is not afraid to think outside of the box, be self-motivated, organized, and enact on ideas quickly and responsibly. This person should have a strong sense of cultural awareness and respect, working in community, and understand the need and value of advocacy, outreach and engagement.

- **Language Skills** – Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards of directors.

- **Other Qualifications** - Valid driver’s license is required; Overnight stays may be necessary.

**COMPETENCIES:**

- **Mission Advancement:** Incorporates the ULCC’s mission and values into the organization’s vision and strategies. Ensures community engagement and client advocacy. Leads a culture of volunteerism ensuring engagement, inclusion, and ownership.

- **Collaboration:** Advocates for and institutionalizes inclusion and diversity throughout the organization. Initiates the development of relationships with influential leaders to impact and strengthen the community. Is recognized as an inspirational community leader who navigates complex political and social circles with ease. Communicates to engage and inspire people within and outside the ULCC.

- **Operational Effectiveness:** Possesses penetrating insight and strong strategic and critical thinking skills. Invests resources in well-designed innovation initiatives. Creates a structure to deliver organization-wide results to achieve objectives. Develops and implements stewardship strategies. Determines benchmarks and ensures appropriate leadership to meet objectives.

- **Action Oriented:** Ability to effectively manage complex projects and thrive in a fast-paced environment. Is action oriented and full of energy for the things seen as challenging. Seizes more opportunities than others. Reacts quickly to critical situations.

Any other duties as deemed necessary for the successful implementation of this job.