



Petaluma People Services Center is dedicated to improving the social and economic health of our community by providing programs that strengthen the dignity and self-sufficiency of the individual. Our core services include: Senior Services, Counseling, Youth Programing including Mentor Me, Housing, Employment and Petaluma Bounty Farms.

**JOB TITLE:** Career & Education Specialist  
**FLSA STATUS:** Not Exempt; Full-Time (40 Hours/Week)  
**COMPENSATION:** \$22 - \$24/hr  
**DIRECTOR:** Director of Youth Services  
**SUBMIT:** Cover Letter and Resume to [jobs@petalumapeople.org](mailto:jobs@petalumapeople.org)  
**APPLY BY:** May 2, 2024

**POSITION OVERVIEW:**

This is a case management, outreach, and direct service position funded by the federal Workforce Innovation and Opportunity Act. The purpose of this position is to provide youth and young adults ages 16-24 with the education, training, work experience, and supports necessary to gain and retain permanent employment on their chosen career pathway.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Employee will provide comprehensive, individualized case management to ensure youth and young adults acquire the education, skills, work experience and support they need to reach their full potential, prepare them to successfully transition into adulthood, and obtain permanent employment in their identified career pathway. You typically will have 25 youth and young adult case load.

The overall responsibilities and essential duties include:

- Outreach, recruitment, and identification of eligible participants;
- Conduct formal intake, including gathering accurate documentation for eligibility;
- Utilize an objective assessment tool to identify academic level, skill, status, and service needs of each participant;
- Create an Individual Services Strategy, based on assessment data and in collaboration with participant, to define short- and long-term goals to be regularly updated based on changes in goals, barriers, and services;
- Build rapport and create a positive relationship with participants to ensure effective case management and participant engagement, including regular check-in;
- Use the designated data management system to maintain accurate and complete files as prescribed by the contract that include the following data: eligibility, demographics, program activities, services, goal attainment, case notes, follow-up in alignment with pre-determined performance indicators;
- Identify or create activities and referrals that lead to the achievement of pre-determined performance measures, address barriers to education/employment, and/or develop skills needed for success, including but not limited to: career guidance, workshops, tutoring, GED prep, basic skills remediation, functional literacy, labor market information, resumés creation, application preparation, interview skills, networking, job search, soft skills, development of a portfolio, internships, shadowing opportunities, informational interviews,

community service opportunities, strong work habits, budgeting, and other life skills needed for success in the workplace;

- Support participants in acquiring and maintaining paid work experiences by determining work readiness and providing the appropriate referral; support participants in maintaining paid work experiences by providing case management when issues or barriers arise that may affect participant success;
- Contribute to a community of learning with colleagues to share best practices, lessons learned, and areas of expertise or interests;
- Utilize strong ethical decision-making skills, with the ability to navigate complex situations and dilemmas while upholding the highest standards of fairness, honesty, and respect;
- Attend relevant meetings and trainings as necessary;
- Represent the agency in a professional manner at all times;
- Additional tasks assigned as needed.

#### **QUALIFICATION REQUIREMENTS:**

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.

#### **EDUCATION and EXPERIENCE:**

- Bachelor degree (BA); a minimum of two years related experience in either workforce development, youth development, case. Management, or related area; or an equivalent combination of relevant education and experience;
- Ability to understand the challenges and barriers faced by youth with diverse background, including but not limited to low-SES, unhoused, foster care, justice-involved, LGBTQIA+, and other disadvantaging and/or disabling conditions;
- Ability to work well in individual as well as workshop settings and to present information clearly with effective public speaking skills;
- Ability to incorporate trauma-informed and anti-racist practices as well as inclusive practices towards historically excluded groups;
- Ability to uphold ethical conduct, integrity and professional boundaries in all interactions with youth participants, colleagues, and stakeholders;
- Ability to maintain accurate and up-to-date documentation, including case notes, services plans, progress reports, and participant records in compliance with organizational policies and funding sources;
- Access to own transportation. Use of car with current licensure and insurance for vehicle and driver is required. Travel within Sonoma County is included with responsibilities.
- Must have a clear TB test, pass a LiveScan fingerprinting test, have a clean DMV record, and pass a drug test.

**It's a requirement of this position, for the safety of all PPSC employees and clients, that the jobholder be fully vaccinated against COVID-19.**

## **ADA COMPLIANCE - PHYSICAL, ENVIRONMENTAL, COGNITIVE & PSYCHOLOGICAL REQUIREMENTS:**

**Physical:** Regularly sits up to 2-3 hours per day. Gets up and down frequently throughout the day to interface with others. Must have excellent hearing, speech and writing capabilities and the ability to lift up to 30 pounds.

**Environmental:** Works alone, with and around others. Work environment is moderately noisy. Distractions are regular.

**Cognitive:** Required to read, write, compile, sort and analyze simple to moderately complex information. Independently assesses workload and prioritizes activities. Very strong organizational and planning skills. Able to communicate and resolve semi-complex problems independently. Excellent listening skills and ability to perform tasks requiring great attention to detail. Uses judgment and initiative, within defined limits of discretion, in making recommendations and decisions.

**Psychological:** Strong interpersonal and communications skills to deal with emotional, demanding or difficult people and/or situations. Regular exposure to high-stress situations with demands, deadlines, shifting priorities and multi-tasking. Excellent teamwork and proactive group participation are a necessity.

**Accommodation Recommendations:** A person in a wheelchair can perform in this position with assistance from other staff for some activities.

## **BENEFITS:**

Paid sick time, vacation and holidays. Comprehensive benefits package, including medical, dental, and vision coverage, employee assistance program, flexible spending account (FSA), long-term disability insurance, and a 403(b) plan.

**PPSC is an Equal Opportunity/Affirmative Action employer.** It is our strong belief that equal opportunity for all employees is central to the continuing success of our organization. We will not discriminate against an employee or applicant for employment because of race, color, national origin, ethnicity, age, gender, sexual orientation, religion, political affiliation, marital status, veteran status, genetic information, physical disabilities or medical condition (i.e., AIDS or ARC-related or cancer) or any other category protected by Federal or State law in hiring, promoting, demoting, training, benefits, transfers, layoffs, terminations, recommendations, rates of pay or other forms of compensation. Opportunity is provided to all employees based on qualifications and job requirements.