WORKFORCE DEVELOPMENT



Broad Occupational Category - 70

DUTIES AND RESPONSIBILITIES

- *Conduct client intake and eligibility screening*
- *Perform comprehensive case management for job seekers*
- *Develop Individual Employment Plans (IEPs)*
- *Coordinate access to training, education, and support services*
- *Assist clients with job readiness and interview preparation*
- *Match qualified candidates to employer vacancies)*
- *Conduct job development and employer outreach*
- *Maintain employer relationships and follow-up activities*
- *Deliver employment and training services under federal/state laws*
- *Ensure compliance with WIOA, Wagner-Peyser, and related legislation*
- *Handle documentation, reporting, and audit requirements*
- *Market workforce services to employers and job seekers*
- *Coordinate services with partner agencies*
- *Build relationships with schools, community organizations, and industry groups*
- *Utilize labor market and workforce information systems*

NEBRASKA

Good Life. Great Service.

COMPETENCIES

- **Approachability** - Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.
- **Action Oriented** - Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.
- **Customer Focus** - Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- **Patience** - Is tolerant with people and processes; listens and checks before acting; tries to understand the people and the data before making judgments and acting; waits for others to catch up before acting; sensitive to due process and proper pacing; follows established process.
- **Time Management** - Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.
- **Decision Quality** - Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
- **Ethics and Values** - Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times; acts in line with those values; rewards the right values and disapproves of others; practices what he/she preaches.
- **Organizing** - Can marshal resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently arranges information and files in a useful manner.

- **Problem Solving** - Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
- **Composure** - Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.
- **Conflict Management** - Steps up to conflicts, seeing them as opportunities; reads situations quickly; good at focused listening; can hammer out tough agreements and settle disputes equitably; can find common ground and get cooperation with minimum noise.
- **Listening** - Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
- **Managing and Measuring Work** - Clearly assigns responsibility for tasks and decisions; sets clear objectives and measures; monitors process, progress, and results; designs feedback loops into work.
- **Motivating Others** - Creates a climate in which people want to do their best; can motivate many kinds of direct reports and team or project members; can assess each person's hot button and use it to get the best out of him/her; pushes tasks and decisions down; empowers others; invites input from each person and shares ownership and visibility; makes each individual feel his/her work is important; is someone people like working for and with.
- **Organizational Agility** - Knowledgeable about how organizations work; knows how to get things done both through formal channels and the informal network; understands the origin and reasoning behind key policies, practices, and procedures; understands the cultures of organizations.

SMART Goal Prompting Questions

Conduct client intake and eligibility screening

- What actions could you take to improve the accuracy, consistency, and efficiency of client intake and eligibility screening?
- How will you measure success, such as reduced processing time, fewer eligibility errors, or fewer requests for additional information?
- What intake checklists, screening tools, training, or workflow improvements could strengthen the process?
- How does accurate and timely screening support equitable access to workforce services?
- By what date or review cycle will you aim to improve your intake and eligibility practices?

Perform comprehensive case management for job seekers

- What strategies could you use to improve the quality, consistency, and effectiveness of case management for job seekers?
- How will you measure success, such as increased employment outcomes, improved participation, fewer missed follow-ups, or reduced time to employment?
- What case-management tools, follow-up schedules, documentation practices, or coaching strategies could strengthen your work?
- How does effective case management help job seekers overcome barriers and achieve sustainable employment?
- By what date or program cycle will you aim to improve your case-management practices?

Develop Individual Employment Plans (IEPs)

- What actions could you take to improve the quality and effectiveness of Individual Employment Plans?
- How will you measure success, such as increased participant progress toward goals, improved employment outcomes, or fewer plan revisions?
- What assessment tools, goal-setting techniques, or follow-up processes could strengthen IEP development?
- How do well-designed employment plans help align client goals, services, training, and employment opportunities?
- By what date or program cycle will you aim to improve your IEP process?

Coordinate access to training, education, and support services

- What steps could you take to improve how you connect job seekers with appropriate training, education, and supportive services?
- How will you measure success, such as increased service utilization, faster referrals, improved training completion, or stronger employment outcomes?
- What referral processes, resource directories, partnerships, or follow-up procedures could improve coordination?
- How does effective service coordination help remove barriers to employment and improve participant outcomes?
- By what date or program cycle will you aim to improve service coordination?

Assist clients with job readiness and interview preparation

- What strategies could you use to strengthen job-readiness and interview preparation services?
- How will you measure success, such as increased interview participation, improved job offers, or participant feedback?
- What workshops, mock interviews, resume resources, or individualized coaching could improve job readiness?
- How does effective preparation improve a job seeker's confidence and ability to compete for employment?
- By what date or program cycle will you aim to improve job-readiness services?

Match qualified candidates to employer vacancies

- What actions could you take to improve the accuracy and effectiveness of matching job seekers with employer vacancies?
- How will you measure success, such as increased referrals, interviews, placements, or employer satisfaction?
- What skills assessments, labor-market information, candidate profiles, or matching tools could strengthen the process?
- How does effective candidate matching benefit both job seekers and employers?
- By what date or program cycle will you aim to improve candidate-to-vacancy matching?

Conduct job development and employer outreach

- What steps could you take to expand and improve employer outreach and job-development activities?
- How will you measure success, such as increased employer contacts, new job orders, interviews, or placements?
- What outreach strategies, presentations, networking activities, or industry partnerships could strengthen employer engagement?

- How does proactive employer outreach create more employment opportunities for job seekers?
- By what date or outreach cycle will you aim to increase employer engagement?

Maintain employer relationships and follow-up activities

- What actions could you take to strengthen ongoing relationships with employers and improve follow-up after referrals or placements?
- How will you measure success, such as increased repeat business, employer satisfaction, or successful placements?
- What contact schedules, CRM tools, feedback processes, or account-management practices could strengthen employer relationships?
- How do strong employer relationships support sustained workforce partnerships and better employment outcomes?
- By what date or program cycle will you aim to improve employer relationship management?

Deliver employment and training services under federal/state laws

- What strategies could you use to ensure employment and training services are delivered consistently with applicable federal and state requirements?
- How will you measure success, such as fewer compliance issues, improved monitoring results, or reduced corrective actions?
- What training, reference materials, procedures, or quality-control processes could strengthen compliance?
- How does compliant service delivery protect participants, the agency, and program funding?
- By what date or program review cycle will you aim to strengthen compliance practices?

Ensure compliance with WIOA, Wagner-Peyser, and related legislation

- What steps could you take to improve your knowledge and application of WIOA, Wagner-Peyser, and related requirements?
- How will you measure success, such as fewer compliance findings, improved audit results, or more consistent documentation?
- What regulatory updates, training, job aids, or internal review processes could strengthen compliance?
- How does accurate application of workforce legislation support equitable services and responsible stewardship of public funds?
- By what date or compliance cycle will you aim to improve your understanding and application of these requirements?

Handle documentation, reporting, and audit requirements

- What actions could you take to improve the accuracy, timeliness, and completeness of workforce program documentation and reporting?
- How will you measure success, such as fewer reporting errors, fewer audit findings, or reduced time spent correcting documentation?
- What templates, checklists, data-validation procedures, or reporting tools could strengthen your work?
- How does accurate documentation support accountability, funding compliance, and effective program management?
- By what date or reporting cycle will you aim to improve documentation and reporting practices?

Market workforce services to employers and job seekers

- What strategies could you use to increase awareness and participation in available workforce services?
- How will you measure success, such as increased referrals, enrollments, employer participation, or attendance at outreach events?
- What communication channels, presentations, partnerships, or promotional materials could improve outreach?
- How does effective marketing help connect more job seekers and employers with valuable workforce resources?
- By what date or outreach cycle will you aim to expand awareness of workforce services?

Coordinate services with partner agencies

- What actions could you take to improve coordination and communication with partner agencies serving job seekers and employers?
- How will you measure success, such as faster referrals, fewer duplicated services, improved information sharing, or better participant outcomes?
- What referral protocols, regular meetings, shared resources, or communication processes could strengthen partnerships?
- How does effective interagency coordination create a more seamless workforce-service system for clients?
- By what date or program cycle will you aim to improve partner coordination?

Build relationships with schools, community organizations, and industry groups

- What steps could you take to develop stronger relationships with schools, community organizations, and industry partners?
- How will you measure success, such as new partnerships, increased referrals, joint events, or expanded training and employment opportunities?

- What networking, outreach, presentations, or collaborative initiatives could strengthen these relationships?
- How do strong community and industry partnerships expand opportunities for job seekers and better connect workforce services to employer needs?
- By what date or partnership cycle will you aim to establish or strengthen key relationships?

Utilize labor market and workforce information systems

- What actions could you take to improve your use of labor-market data and workforce information systems when serving clients and employers?
- How will you measure success, such as increased use of labor-market information, more targeted referrals, or improved employment and training recommendations?
- What databases, dashboards, reports, training, or analytical tools could strengthen your ability to use workforce information?
- How does effective use of labor-market information support informed career decisions, training choices, and employer services?
- By what date or program cycle will you aim to improve your use of workforce information systems?