



Volunteer Position Title: Workforce Development Center Volunteer

Purpose: The duties of this volunteer position are to identify individual client's needs to obtain employment by developing a relationship/rapport with the clients. Volunteers will assist with many aspects of job placement to include job search tools, resume writing with the use of the computer and employment readiness.

Key Responsibilities:

- Helping clients to prepare or update their resume. Reviewing for content, organization, power statements and overall presentation.
- Providing tools/information to conduct an effective job search for employment utilizing an online approach. Asking probing questions to guide individuals on how to establish realistic job searches that align with their experience, abilities, and physical and mental health needs to find the right employer.
- Practicing interviewing skills one on one or by participating in workshop settings with clients to provide feedback on how to successfully represent themselves in a truthful manner that emphasizes their strengths.
- Sharing resources for all clients re: job fairs, training programs, and job openings posted with the ICS Workforce Development Center. Additionally, educating individuals on services provided through the ICS agency.
- Sharing information for community resources to include shelters, food bank assistance, SNAP programs and other available tools for individuals in crisis or who have lost their jobs. Partnering with the Workforce Development Coordinator for individuals needing additional support to reach self-sufficiency.
- Partnering with the Workforce Development Coordinator to provide additional services needed to remove barriers to employment such as providing a one-day bus pass, a low-income monthly bus pass, a gas card, referrals for professional attire to conduct interviews and information about obtaining Birth Certificates or ID's.
- Helping clients request an Obama Phone and/or creating an email account to establish contact information for potential employers to schedule interviews, etc.
- Monitoring computer use for individuals to ensure computers are being used for the intended purposes of job searching to include retrieving email. From time to time, the workforce center handles business needs such as faxing or using the center phone for appointments.

- Ensuring all administrative tasks are complete to include but not limited to client and volunteer hours recorded in ETO & on logs, Intake forms are completed into ETO for new clients, follow-up calls are conducted during slow periods and any other tasks that would benefit the Workforce Development Centers efficiency and growth.

Reports to: Workforce Development Coordinator Tina Bommarito

Time Commitment:

Shifts at our main office at 2820 W. Ina Rd. are:

Monday - Friday
 9:00am to 12:30pm
 12:30pm to 4:00pm

Shifts at our eastside office at 8701 E. Old Spanish Trail are:

Monday – Friday
 10:00am to 1:00pm

Support: Training for this position will be provided by shadowing a more experienced volunteer and through a one-to-one training with the Workforce Development Coordinator. The Director for Self-sufficiency Programs, the Volunteer Resource Manager and the Volunteer Coordinator are available to answer questions. Additionally, training for the ETO system is available in partnership with the Workforce Development Coordinator and the Outcome Database Administrator.

Other Requirements:

- Minimum of 18 years of age
- Must be able to pass a criminal background check
- Must have past experience with writing resumes, cover letters, job searching, interviewing skills, and computer use.
- Be able to maintain a pleasant demeanor by welcoming clients into the center. The ability to remain patient under stressful conditions is critical.
- Dependable in arriving on time for your shift and flexibility to cover peak times with extra support when possible.
- Attend 2-3 scheduled Workforce Development meetings per year.

Volunteer’s Signature: _____ **Date:** _____

Workforce Development Coordinators Signature: _____ **Date:** _____