



## **PROGRAM NAVIGATOR**

**Filing Deadline: 4:00 p.m., Friday, March 17, 2023**

**Salary: \$30.90 - \$35.77/Hr.**

### **The Position:**

Under the direction of the Program Manager, acts as a liaison between employers, agencies, and other resource providers to assist persons with barriers to employment including, but not limited to persons with disabilities, veterans, ex-offenders, English language learners, and the homeless in successfully accessing and utilizing available education, training, and employment opportunities and navigating through the complex systems of the many programs in which they may be participating.

### **Examples of Duties: (Include, but are not limited to, the following)**

Serve as an expert on workforce development issues and policies impacting individuals who are seeking education, employment, skill development, job retention assistance, or career advancement through the adult education and workforce development systems.

Serve as a resource within the workforce development community and to outside agencies to ensure the availability of comprehensive knowledge of federal, state, local and private programs that impact the ability of individuals who have significant barriers to employment to enter and remain in educational programs and the workforce.

Develop linkages and collaborate with the adult education system and numerous community agencies to facilitate access to services for persons with significant barriers. Assist employers with information and resources specific to hiring individuals who have significant barriers to employment.

Ensure that the Workforce Assistance Center facilities, services, programs, and equipment are accessible to all individuals, including ensuring the availability of publications and materials in alternate languages, as needed.

Conduct outreach to and coordinate with community and faith-based organizations who serve individuals with barriers to employment. Foster linkages between these organizations operating through the adult education and workforce development systems. Develop and deliver presentations to community and partner organizations regarding the issues facing the target population, resources available, and opportunities for strengthening the collaborative delivery of needed services.

Facilitate sector partnership meetings between education partners, businesses, and stakeholders to identify skills and training needs for high quality jobs. Collaborate with local and regional partners to assist in outreach and recruitment efforts to expand training opportunities or develop new programs to address changing needs.

Develop, implement, plan and organize Integrated Resources Teams, plan and organize collaborative meetings by setting meeting dates, coordinating participation, and preparing and distributing meeting materials.

Research and implement appropriate strategies to provide comprehensive services to individuals including, but not limited to, various approaches to enhance long-term economic self-sufficiency, access to wrap-around services and supports, and literacy education and training.

Provide case management services to individuals participating in WIOA programs, including identification of supportive service and educational needs, referrals to other community agencies, tracking participation and outcomes, and facilitating placement in employment, as needed.

Facilitate the collection of participant data that may be required to complete program reports and effectively evaluate projects and services.

Prepare, develop, update, and distribute a variety of marketing, promotional, and informational materials such as brochures, newsletters, pamphlets, flyers, and reports.

**Qualifications:**

Completion of a Bachelor's Degree in social work, psychology, sociology, education, business administration, or other related field required. A minimum of two years' experience working with programs which required extensive coordination between agencies, employers, or other community resources including experience working with persons who have significant barriers to employment and experience in coordinating and facilitating group interactions, meetings, and/or training.

A valid California driver's license is required.

Bi-lingual Spanish Preferred

**Employer Benefits:**

- Sick Leave: Earned at 8 hours per month.
- Vacation: Earned at 8 hours per month.
- Health benefits: Eligible for medical, dental, and vision coverage at no cost to employee.
- Retirement: Eligible to participate in a deferred compensation 457 retirement plan after successful completion of the introductory period. Employee will have 30 days to enroll from

the date of eligibility. Employer contribution is 6% if the employee agrees to the minimum employee contribution of 3%. If employee chooses to “opt out” within the first 30 days of enrollment, the employer contribution will be reduced to 2%.

- Employee Assistance Program: Eligible for behavioral health services and referrals, legal consultation and identity theft recovery, financial consultations, and family assistance resources and referral programs at no cost to employee.
- Life Insurance: Eligible for a \$50,000 life insurance policy at no cost to employee.

**Required Application Materials:**

To be considered, applicants must submit:

- Application Cover Letter
- Completed Madera County Workforce Investment Corporation Application
- Current Resume
- A Minimum of Two Professional Reference Letters (dated within 30 days of the date of your application submission)

Application materials are available from:

**Bertha Vega, Program Manager  
Madera County Workforce Investment Corporation  
2037 West Cleveland Ave  
Madera, CA 93637  
(559)662-4508**

**A CalJOBS application cannot be substituted for the Madera County Workforce Investment Corporation application. Application materials may be mailed, hand-delivered, or emailed and must be received prior to 4:00 p.m., Friday, March 17, 2023, to be considered. Completed applications should be submitted to the individual and address above. If emailing your application materials, please send them to [HR@maderaworkforce.org](mailto:HR@maderaworkforce.org).**

Complete application packages received by the deadline will be screened against the position qualifications. Only the most qualified applicants, based on the information provided in the application package, will be invited to participate in the oral panel interview (date to be determined).

The Madera County Workforce Investment Corporation is an equal opportunity employer. All qualified individuals are encouraged to apply. Auxiliary aids and services are available, upon request, to individuals with disabilities.



**POSITION TITLE: PROGRAM NAVIGATOR**

**SUMMARY:**

Under the direction of the Program Manager, acts as a liaison between employers, agencies, and other resource providers to assist persons with barriers to employment including, but not limited to persons with disabilities, veterans, ex-offenders, English language learners, and the homeless in successfully accessing and utilizing available education, training, and employment opportunities and navigating through the complex systems of the many programs in which they may be participating.

**REPRESENTATIVE DUTIES:**

**ESSENTIAL DUTIES:**

Serve as an expert on workforce development issues and policies impacting individuals who are seeking education, employment, skill development, job retention assistance, or career advancement through the workforce development system.

Serve as a resource within the workforce development community and to outside agencies to ensure the availability of comprehensive knowledge of federal, state, local and private programs that impact the ability of individuals who have significant barriers to employment to enter and remain in educational programs and the workforce.

Ensure that the Workforce Assistance Center facilities, services, programs and equipment are accessible to all individuals, including ensuring the availability of publications and materials in alternate languages, as needed.

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Develop, implement, plan and organize Integrated Resources Teams, plan and organize collaborative meetings by setting meeting dates, coordinating participation, and preparing and distributing meeting materials.

Research and implement appropriate strategies to provide comprehensive services to individuals including, but not limited to, various approaches to enhance long-term economic self-sufficiency, access to wrap-around services and supports, and literacy education and training.

Train agency and partner staff on the unique employment needs of individuals with barriers and the services and resources available to them.

Provide case management services to individuals participating in WIOA programs, including identification of supportive service and educational needs, referrals to other community agencies, tracking participation and outcomes, and facilitating placement in employment, as needed.

Facilitate the collection of participant data that may be required to effectively evaluate projects and services.

Prepare, develop, update, and distribute a variety of marketing, promotional, and informational materials such as brochures, newsletters, pamphlets, flyers, and reports.

**OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Unique challenges experienced by persons who have barriers to employment including, but not limited to persons with disabilities, veterans, ex-offenders, English language learners, and the homeless.

Laws and regulations impacting program functions and services.

Skills in time management.

Appropriate resources and services available.

Needs assessment techniques.

Planning and coordination of staff development/training programs.

Program evaluation techniques.

Interpersonal skills including tact, patience, and courtesy.

Operation of a computer and assigned software.

Recordkeeping and report writing techniques.

Principles and techniques of effective communication, public relations, and sales or marketing.

**ABILITY TO:**

Apply program rules, policies, and regulations.

Prepare accurate program reports.

Work flexible hours, including some evening and weekends.

Follow agency protocols and procedures.

Establish and maintain cooperative, professional relationships with staff, colleagues, agency partners, and the community.

Plan and coordinate staff development programs.

Facilitate local or regional meetings between business, community-based organizations, training providers and workforce development organizations.

Travel to and attend required meetings, trainings, and conferences.

Evaluate and analyze complex problems, issues, and concerns and render judgment, make timely and effective decisions and solve problems efficiently.

Plan and organize work.

Operate a computer and assigned software.

Communicate effectively both orally and in writing, to include formal and informal presentations through a variety of modalities and to a diverse audience.

Track, prepare and maintain records and data related to assigned activities.

Develop and distribute a variety of marketing, promotional, and informational materials.

Work independently with little direction.

#### **EDUCATION AND EXPERIENCE:**

Completion of a Bachelor's Degree in social work, psychology, sociology, education, business administration, or other related field required. A minimum of two years' experience working with programs which required extensive coordination between agencies, employers, or other community resources including experience working with persons who have significant barriers to employment and experience in coordinating and facilitating group interactions, meetings, and/or training.

#### **LICENSES AND OTHER REQUIREMENTS:**

Possession of a valid California Class C driver's license. Incumbents must be insurable by the liability carrier for the Madera County Workforce Investment Corporation.

#### **WORKING CONDITIONS:**

##### **ENVIRONMENT:**

Office and/or public environment.

Driving a vehicle to conduct work.

##### **PHYSICAL DEMANDS:**

Stamina to perform multiple assignments and tasks with many interruptions and deadlines while under a variety of circumstances including critical, intense, or urgent situations.

Communicating to exchange information in person or on the telephone.

Sitting, standing, or walking for extended periods of time.

Operate a computer and effectively utilize a variety of software and on-line tools.

Reading a variety of materials.

Reaching with hands and arms or bending at the waist to retrieve documents/files.

Lifting or carrying up to 10 lbs.

# MCWIC APPLICATION FOR EMPLOYMENT

All applicants are considered for all positions without regard to race, color, creed, religion, sex, national origin, citizenship status, ancestry, age, marital status, veteran status, physical or mental disability, pregnancy, medical condition, sexual orientation, sex stereotyping, transgender status, gender identity, gender expression or any other legally protected status. By completing this application, you are seeking to join a team of hardworking professionals dedicated to consistently delivering outstanding service to our customers and contributing to the financial success of the company, its clients, and its employees. Equal access to programs, services and employment is available to all qualified persons. Those applicants requiring accommodation to complete the application and/or interview process should contact a management representative.

(Please Print)  
 Position(s) applied for: \_\_\_\_\_ Date of Application: \_\_\_\_\_

\_\_\_\_\_  
 Last Name First Name Middle Name

\_\_\_\_\_  
 Address City State Zip Code

\_\_\_\_\_  
 E-mail Address Nickname

\_\_\_\_\_  
 Telephone Number(s)

## EMPLOYMENT EXPERIENCE

Please list the names of your present or previous employers in chronological order with present or last employer listed first. Be sure to account for full periods of time including military service and any period of unemployment. If self-employed, give firm name and supply business references. [Add additional page if necessary]

Name and Address of Employer	Dates Employed		Supervisor and Telephone Number	Job Title and Duties	Reason for Leaving
	From Month/Year	To Month/Year			
			May we Contact <input type="checkbox"/> Yes <input type="checkbox"/> No		
			May we Contact <input type="checkbox"/> Yes <input type="checkbox"/> No		
			May we Contact <input type="checkbox"/> Yes <input type="checkbox"/> No		

Have you ever been involuntarily terminated or asked to resign from any job?

Yes No

If yes, please explain:

Please explain any gaps in your employment history:

Please list any other experience, job related skills, additional languages, or other qualifications that you believe should be considered in evaluating your qualifications for employment:

### EDUCATION

Please describe your educational background in the table provided below.

School Name	Years Completed	Diploma/Degree	Describe Course of Study or Major	Describe Specialized Training, Experience, Skills and Extra-Curricular Activities
	1 2 3 4	Yes or No		
High School:				
College/University:				
Graduate/Professional:				
Trade or Correspondence:				
Other:				

### BUSINESS/PROFESSIONAL REFERENCES

Please list three professional references of individuals who are not related to you.

Name & Title	Business Relationship	Telephone Number or Email

### GENERAL INFORMATION

- Have you ever worked for this company before? Yes No  
If yes, please give dates and position: \_\_\_\_\_
- Do you have friends and/or relatives working for this company? Yes No  
If yes, name(s) and relationship(s): \_\_\_\_\_
- On what date are you available to begin work? \_\_\_\_\_
- Days/Hours available to work: \_\_\_\_\_



5. Are you available to work:     Full-time     Part-time     Shift Work     Temporary
6. Minimum salary required?    Yes    No    \$ \_\_\_\_\_ Per Hour    \$ \_\_\_\_\_ Per Month
7. Do you have a valid CA driver's license?    Yes    No
8. Can you travel if the position requires it?    Yes    No
9. Can you relocate if the position requires it?    Yes    No
10. Are you at least 18 years old?    Yes    No  
*Note: if under 18, hire is subject to verification that you are of minimum legal age*
11. If hired, can you present evidence of your identity and legal right to live and work in this country?    Yes    No
12. Are you able to perform the essential job functions for the job for which you are applying with or without reasonable accommodations?    Yes    No

*Note: we comply with the ADA and consider reasonable accommodation measures that may be necessary for qualified applicants/employees to perform essential job functions.*

*This application for employment shall be considered active for a period of time not to exceed 45 days. Any applicant wishing to be considered for employment beyond this time period should inquire as to whether or not applications are being accepted at that time.*

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## APPLICANT STATEMENT AND AGREEMENT

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Please read and initial each paragraph below. If there is anything that you do not understand, please ask.

\_\_\_\_\_ I hereby authorize the Company to thoroughly investigate my references, work record, education and other matters related to my suitability for employment.

\_\_\_\_\_ In the event of my employment with the Company, I understand that I am required to comply with all rules and regulations of the Company.

\_\_\_\_\_ If hired, I understand and agree that my employment with the Company is at-will, and that neither I, nor the Company is committed to continuing the employment relationship for any specific term. I further understand that the Company or I may terminate the employment relationship at any time, with or without cause, and with or without notice. I understand that the at-will status of my employment cannot be amended, modified, or altered in any way by oral statements or in any other way, but can only be altered by written amendment signed by the Owner/President of this Company. I also understand that the Company and its client are co-employers and that, if hired, I will be co-employed by both companies and the companies shall share employment responsibilities.

\_\_\_\_\_ I understand that safety of employees is extremely important to the Company and that the Company is committed to ensuring a safe working environment. I understand that I, and every employee, have a responsibility to prevent accidents and injuries by observing all safety procedures and guidelines and following the directions of my site supervisor. I understand and agree to comply with federal, state, and local regulations related to on-the-job safety and health. I also recognize that an effective safety program extends beyond normal working hours. Safety should be promoted within the family and in off-the-job activities. I understand and agree to adhere to safety practices while performing my job.

\_\_\_\_\_ I hereby certify that I have not knowingly withheld any information that might adversely affect my chances for employment and that the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material fact on this application or on any document used to secure employment shall be grounds for rejection of this application or for immediate discharge if I am employed, regardless of the time elapsed before discovery.

\_\_\_\_\_ I understand that if I am selected for hire, it will be necessary for me to provide satisfactory evidence of my identity and legal authority to work in the United States, and that federal immigration laws require me to complete an I-9 Form in this regard.

\_\_\_\_\_ I understand that if any term, provision, or portion of this Agreement is declared void or unenforceable, it shall be severed and the remainder of this Agreement shall be enforceable.

MY SIGNATURE BELOW ATTESTS TO THE FACT THAT I HAVE READ, UNDERSTAND, AND AGREE TO BE LEGALLY BOUND TO ALL OF THE ABOVE TERMS.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

City/State: \_\_\_\_\_