Job Seeker Solutions Endorsement

Competency Areas

**J1 Job Seeker Support:** Collaborates with partners to expand collaboration in community workforce development. Identifies and addresses multiple obstacles that may arise when working with a job seeker. Demonstrates an aptitude for new technology and the skills needed to utilize that technology while addressing social media as a skill job seekers can harness to aid their activities (e.g., Facebook, active LinkedIn presence). Demonstrates knowledge of various cultures and helps individuals from all backgrounds (e.g., ex-offenders, immigrants, veterans, women, disabled individuals, in-school and out-of-school youths) find traditional and non-traditional employment opportunities. Demonstrates knowledge of how businesses work and works to provide businesses what they need to target the correct job seekers. Demonstrates the ability to understand job seeker knowledge, skills, and abilities for the most effective impact in the context of a given labor market and common business requirements.

**J2 Facilitating Results:** Connects with job seekers to generate a realistic plan to identify, obtain, retain, and/or advance in employment along a given career path. Collaborates with clients to identify and support interim goals and actions to support the given plan. Identifies potential barriers to fulfillment of the plan and assists with mitigation strategies. Connects with the client to design and implement job search, retention, and/or advancement activities. Demonstrates the ability to manage progress towards client’s goals by identifying successes and failures, associated “lessons learned,” and next steps. Demonstrates the ability to hold the client accountable through proactively tracking progress against goals and notifying the client of progress.

**J3 Job Retention Skills:** Identifies the factors that affect job retention (e.g., coworker disputes, support on the job) and relates those factors to job seekers. Identifies actions that address potential barriers to long-term employment. Demonstrates the knowledge needed to train and retrain job seekers to promote job retention. Demonstrates the knowledge needed to follow-up with job seeker to ensure they have the proper support for growth in their current job. Identifies strategies for ensuring long-term employment. Demonstrates the need and importance for innovative technology in facilitating success in contemporary workplace settings. Identifies the basic adult education challenges, skills, and needs (e.g., literacy and numeracy) and employs that knowledge to help job seekers pursue, retain, and train while on the job. Demonstrates the knowledge needed to utilize different work-based learning opportunities (e.g., apprenticeships, internships) and links job seekers with those potential opportunities.

**J4 Job Advancement Skills:** Connects information about available career ladder/lattices or career pathways opportunities and available resources for ongoing training and development to promote advancement within a given career path. Demonstrates knowledge of career pathways and role they play when seeking advancement opportunities.

**J5 Case Management:** Understands the process to connect the customer with needed services. Demonstrates knowledge of these services to help the job seeker develop and implements a service plan related to his career and employment goals. Fosters relationships, not only with job
seekers, but also with current and potential partners, to access a full spectrum of resources to help the job seeker. Develops products, services, and programs to address needs of special populations (e.g., English language learners, veterans, and people with disabilities). Illustrates the ability to write and communicate verbally with diverse customers. Demonstrates the knowledge needed to develop and use effective case notes.