

Who We Are:

For 50 years, Metrocrest Services (Metrocrest) has provided programs for individuals, families, and seniors that lead to self-sufficiency and foster independence. Metrocrest offers a comprehensive bundle of services to address gaps in finances, employment, and nutrition to help holistically end poverty and decrease inequities for residents of Addison, Carrollton, Coppell, Farmers Branch, and the City of Dallas in Denton County.

We are looking for team members who are compassionate, professional, and committed to serving their neighbors in need. We are based in Farmers Branch, Texas. Local candidates only, please.

Position Summary:

The Workforce Specialist is responsible for executing the following expectations within the Workforce program; train, assist and place Metrocrest Services clients with educational programs and livable wage jobs. As a critical part of our bundled approach, this position requires advocacy and collaboration with other agency departments, clients and partner services providers. This position will be crucial in advocating employment opportunities for our clients, while embracing our mission and bringing a sense of humor and passion to their work.

Essential Duties and Responsibilities:

- Assess client needs and facilitates supportive services to assist in removing barriers
- Facilitate client access to all Workforce Development programs (i.e., employment services, training, education services, etc.)
- Provide a comprehensive evaluation of employment and training needs
- Manage and execute programs in the Workforce Department as assigned
- Assist clients in the development of individual job search and training plans
- Maintain electronic case files to meet client follow-up and program evaluation needs
- Interact and coordinate services with other state and local agencies and programs
- Ensure nondiscrimination and equity in the delivery of all Workforce Development services
- Perform other duties as assigned by the Workforce Manager

Education, Experience, & Competencies:

- High School Diploma or GED required
- Associate's degree in business or related field of study (preferred)
- Minimum two years of customer service, two years in workforce related position, recruiting/staffing services, client workforce assessment and support/training, preferably in a social services agency
- Bilingual (English/Spanish) preferred
- Knowledge of federal, state, and local programs available to assist people with low or no income, with workforce development or employment setting
- Ability to meet clients where they are resulting in building rapport with clients from all walks of life and backgrounds while setting appropriate boundaries

- Knowledge of motivational interviewing and basic theories of behavior change
- Ability to maintain high levels of confidentiality, credibility, and professionalism
- Excellent communication skills and ability to follow up when interacting with employees, clients, or public using a telephone, in a face-to-face, or one-to-one setting
- Proven experience with MS Office Suite with strong internet research skills
- Ability to help maintain social media presence on behalf of the department
- Strong verbal and written communication skills

Pay Range

\$35,000 - \$38,000 annually

Equal Employment Opportunity

Metrocrest Services provides equal employment opportunity to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, or any other characteristic protected by federal, state or local law.

You'll love working here because we...

- Have a warm, caring work environment and culture.
- Communicate and collaborate as a team.
- Are passionate about our team members and those we serve.
- Have a leadership team that wants to do the right thing and is open to new ideas.

How to Apply

Please submit your resume to ckidd@metrocrestservices.org.