

**15. Organizational Objective:** Enhance Workforce Services Division activities to facilitate achievement of the agency mission and goals through an effective and efficient workforce services system. WSD will deliver quality workforce services to our employers and jobseeker customers. Services include Basic Labor Exchange Services and delivery of special program services, including Trade Act, Veterans, Migrant and Seasonal Farm Workers, Farm Placement, H-2A, H-2B, Workforce Opportunity Tax Credit, Rapid Response, and RESEA.

**16. Purpose of Position:** Plans and coordinates the delivery of customized rapid response (RR) services and benefits under the Federal Trade Adjustment Assistance (TAA) Program to eligible employees and small and large employers impacted by layoff due to foreign competition. Works collaboratively with the RR team, American Job's Center (AJC) staff, and partners to provide immediate assistance and coordinate services for eligible employers during an impending or actual layoff; identify potential Trade impacted employers at risk for or actually experiencing layoffs or plant closures within the community, educate and provide technical assistance on program services, and assist with filing and certification of a petition with the United States Department of Labor, Office of Trade Adjustment Assistance (OTAA); and coordinate layoff aversion strategies when possible, including requesting assistance through the Trade Adjustment Assistance for Firms (TAAF) Program to enhance competitive and operational viability and develop and implement on-the-job (OTJ) opportunities through RR and/or business engagement strategies. Works collaboratively with the RR team, AJC staff, and partners to implement Workforce Innovation and Opportunity Act (WIOA) and RR initiatives for displaced workers; utilize TAA OTJ information to facilitate productive partnering with various agencies and staff, seamless delivery of services, and smooth transitions into new employment for Trade affected and displaced workers; and provide technical assistance and training. Develops marketing strategies and materials to promote Trade RR services; conducts interviews to assess needs; makes formal presentations; and provides outreach services, training and technical assistance. Establishes and maintains strong working relationships with stakeholders; tracks, analyzes and reports program performance; makes recommendation to enhance service delivery; and ensures performance outcomes are satisfactory and program activities comply with state and federal requirements.

**17. KSA's and/or Competencies required to successfully perform the work (attach Competency Model, if applicable):** Knowledge of TAA Program laws, policies and procedures, particularly related to Trade Rapid Response; impact of job loss on individuals, families and organizations; partner and other community agency resources; labor trends and workforce development issues; business planning and layoff aversion strategies; and career counseling and job placement guidelines, tools and resources (including OTJ training). Strong customer service, oral and written communication, facilitation, analytical and computer skills (e.g., experience using Microsoft Office Professional and/or similar software). Ability to conduct interviews and needs assessments; develop and implement Trade Rapid Response action plans and workforce assessment instruments; establish and maintain strong working relationships with internal and external stakeholders; make presentations, conduct training and provide technical assistance; plan and coordinate career fairs, employment centers and other job lead development initiatives; contract with vendors, education and training providers, employers, and/or community agencies for services; provide employer outreach and market agency services; track and analyze program performance, develop conclusions, communicate findings, and recommend strategies to enhance performance; complete assignments independently and as a team member; interpret and apply relevant laws, policies and procedures; use web-based applications to enter data; collect and analyze data; and prepare correspondence, reports and training materials.

**18. Education, Experience, Licensure, Certification required for entry into position:** Bachelors' degree from accredited college or university in public administration, business administration, counseling, personnel management or related field and/or equivalent experience and training. Prefer experience working with workforce service programs, specifically those targeted to Trade or RR efforts. Must possess valid drivers' license and be willing and able to travel extensively across the state.

% Time	19. Core Responsibilities	20. Measures for Core Responsibilities
0%	A. Performance Management (for employees who supervise others)	<p><b><u>Examples of Measures for Performance Management:</u></b></p> <ul style="list-style-type: none"> <li>• Expectations are clear, well communicated, and relate to the goals and objectives of the department or unit;</li> <li>• Staff receive frequent, constructive feedback, including interim evaluations as appropriate;</li> <li>• Staff have the necessary knowledge, skills, and abilities to accomplish goals;</li> <li>• The requirements of the performance planning and evaluation system are met and evaluations are completed by established deadlines with proper documentation;</li> <li>• Performance issues are addressed and documented as they occur.</li> <li>• Safety issues are reviewed and communicated to assure a safe and healthy workplace.</li> </ul>

<p>30%</p>	<p><b>B. Coordinates with RR team and other partner agencies for the planning and delivery of customized Trade RR services to designated workers covered by the OTAA certification to assure a smooth transition into new employment opportunities</b></p>	<ul style="list-style-type: none"> <li>• Works collaboratively with RR team and other partners to respond to employer certifications within 48 hours of receipt, and develops and implements plan to ensure seamless delivery of TAA services</li> <li>• Works collaboratively with UI, Central Trade Act Unit (CTAU) and local AJC staff to facilitate or host TAA Information Sessions for workers (benefits, pre-and post-separation and next step processes and procedures, and area sector strategies). Schedules and conducts future assessment appointments. Collects and transmits confidential information to CTAU.</li> </ul>
		<ul style="list-style-type: none"> <li>• Advises and educates program service providers and others on TAA program.</li> <li>• Analyzes, researches, and interprets federal TAA regulations and policies. Provides input on proposed changes to legislation.</li> <li>• Participates on Sector Strategy teams for district. Communicates each area Sector Strategy to TAA participants and CTAU, including labor market information on in demand and available jobs.</li> <li>• Works with community and agency partners to coordinate and improve planned services.</li> <li>• Analyzes survey data from impacted workers to identify needs, coordinate services, and determine on-site services.</li> </ul>
<p>30%</p>	<p><b>C. Develops marketing strategies, materials workshops, and training programs to promote TAA to employers, RR Teams, workers, partner agencies, business communities and other stakeholder groups.</b></p>	<ul style="list-style-type: none"> <li>• Conducts meetings and workshops to discuss TAA program with various groups.</li> <li>• Conducts training to raise TAA literacy with AJC and RR staff, employers, etc., and identify employers impacted by Trade action.</li> <li>• Interviews at-risk employers that are planning or have already implemented (partial/ total) layoff or closure actions to determine if foreign trade can be linked to it and program eligibility.</li> <li>• Works with businesses to promote and provide Trade RR activities to ensure awareness of foreign trade impact.</li> <li>• Represents TAA program on regional RR team and attends local workforce meetings. Collaborates with agency staff, Workforce Board, etc., to coordinate services and meet worker needs.</li> <li>• Assists employers, workers, and partners with filing federal Trade petition with OTAA. For those who are reluctant or refuse, files appropriate documentation on their behalf in accordance with protocol.</li> <li>• Responds timely to WIB and other inquiries regarding TAA services and benefits.</li> </ul>

25%	D. Coordinates with RR team, local boards, Regional Solutions Centers, workforce partners, economic development representatives, and training providers to create industry driven OTJ training opportunities and talent development options as a means of layoff aversion, or rapid re-employment opportunities after separation.	<ul style="list-style-type: none"> <li>• Works with AJC staff, RR team, partnering agencies, and other service providers to offer comprehensive services for displaced and Trade affected workers.</li> <li>• Responds to RR Team, WIOA local/boards, and other inquiries regarding Trade RR services provided within geographic area.</li> <li>• Reviews comprehensive assessments, survey responses, etc. (skill levels, aptitudes, abilities, skills gaps, career interests, employment barriers, supportive service needs, etc.) to determine OTJ training and employment opportunities.</li> </ul>
		<ul style="list-style-type: none"> <li>• Utilizes OTJ training programs and other strategies relating to TAA services and benefits to ensure smooth transition into new employment for eligible workers.</li> <li>• Provides progressive assessments to inform provision of services on an ongoing basis.</li> <li>• Aligns career planning efforts with LMI and local sector strategies.</li> <li>• Assists jobseekers with accessing, interpreting and implementing appropriate career planning tools.</li> <li>• Reviews, coordinates, monitors and communicates recruitment practices to meet local sector strategies objectives.</li> <li>• Works with businesses to promote and provide layoff aversion activities, as it relates to OTJ training and reemployment.</li> </ul>
15%	E. Reports and documents Trade RR projects, employer contacts and services to accommodate the needs of local, state, and federal partners. Reviews and evaluates program activities and makes recommendations. Responds to requests for information from various parties and maintains files.	<ul style="list-style-type: none"> <li>• Reports and documents Trade RR activities to accommodate requests from local, state, and federal partners timely.</li> <li>• As appropriate, shares information with various partners to enhance service delivery.</li> <li>• Reviews and evaluates program activities. Based on findings, makes recommendations to enhance performance as appropriate.</li> <li>• Provides written, oral and in person communications that are timely, professional and appropriate to the target audience.</li> <li>• Maintains files securely and in accordance with records retention requirements.</li> </ul>
0%	F.	<ul style="list-style-type: none"> <li>•</li> </ul>
0%	G.	<ul style="list-style-type: none"> <li>•</li> </ul>

100%

<b>21. Special Assignments</b>	<b>22. Measures for Special Assignments</b>
H. Performs other related duties as	<ul style="list-style-type: none"> <li>• Participates in related projects and completes</li> </ul>

assigned. Serves on task force as requested.	assignments, ensuring accuracy and deadlines are met.
I.	•

**Optional**

<b>23. Agency/Departmental Objectives</b>	<b>24. Measures for Agency/Departmental Objectives</b>
J. Emergency Preparedness & Planning- Participate in creating and promoting a culture of preparedness.	<ul style="list-style-type: none"> <li>• Participate in required emergency preparedness training.</li> <li>• Participate in developing and implementing unit emergency response procedures.</li> <li>• Provide management with up-to-date contact information to reach you in the event of an emergency.</li> <li>• Identify all resource materials you would need to perform your job from another location.</li> <li>• Review annually your unit's emergency response plan and know your responsibilities.</li> </ul>
K. VEC System User-Ensure proper use and security of VEC automated systems, and ensure protection of personally identifiable information held by the agency.	<ul style="list-style-type: none"> <li>• Read and comply with agency information security program requirements.</li> <li>• Report breaches of IT security, actual or suspected, to respective agency management and/or CISO.</li> <li>• Take reasonable and prudent steps to protect the security of the IT systems and data to which you have access.</li> <li>• Complete mandatory security training annually.</li> </ul>
L. VEC Values-Follow and apply the VEC values in the performance of assigned job duties. Maintain confidentiality in the performance of assigned job duties.	<ul style="list-style-type: none"> <li>• Ensure performance consistently aligns with the VEC values.</li> <li>• Disclose confidential/personal information to others only when required by law or essential to agency operations.</li> <li>• Discuss confidential/personal information with appropriate staff in the utmost privacy and only when necessary.</li> <li>• Secure written/electronic file documentation containing such information.</li> <li>• Perform work so that managers and employees are confident that sensitive information is handled with integrity, discretion and dignity.</li> </ul>
M. Records Retention-Ensure procedures and programs within assigned areas of responsibility meet the requirements of the VEC Records Management Program	<ul style="list-style-type: none"> <li>• Ensure compliance (self and/or staff) with the VEC Records Management Policy &amp; VEC Records Management Procedures (including record identification, generation, control, maintenance, processing, storage, protection, security, retention and disposition).</li> <li>• Direct compliance with all requirements regarding the protection, security and retention of VEC records by all staff within respective division, department, unit and/or office.</li> <li>• Successfully complete all Records Management training.</li> <li>• Ensure that public records are retained as required by applicable <i>Records Retention and Disposition Schedules</i> approved the Library of Virginia.</li> <li>• Assist agency Records Coordinator with records</li> </ul>

	management requirements, including surveys, retention, storage and destruction of records. <ul style="list-style-type: none"> <li>• Consult with departmental Records Coordinator or agency Records Officer prior to destroying or deleting any agency records.</li> </ul>
N.	<ul style="list-style-type: none"> <li>•</li> </ul>

**ADDENDUM – ORGANIZATIONAL CHART**

Physical Demands Attachment to Employee Work Profile for

<b>Essential Job Requirements (Indicate by each E = Essential, M = marginal, or N/A)</b>								
<b>Physical Demands and Activities:</b>								
M	Light lifting	<20 lbs.	Standing	M	Sitting	E	Bending	M
N	Moderate lifting	20-50 lbs.	Lifting	M	Walking	M	Climbing	N
N	Heavy lifting	>50 lbs.	Reaching	M			Repetitive motion	E
M	Pushing/pulling		Other					