

**JOB TITLE: Workforce Development Specialist – Level 1 (Homeless Case Manager)**

**LOCATION: Sullivan Jackson Employment Center**

**RESPONSIBLE TO: Pima County Office Manager/Agency – SER-Jobs for Progress, Inc.**

**HOURLY WAGE: \$19.80/hour, 40 hours per week, plus Benefits**

**SUMMARY:** Under County supervision, counsels, evaluates, trains and assists Sullivan Jackson customers requiring housing assistance, initial employment or re-employment services by granting them access to relevant community services. The Workforce Development Specialist will also participate in County-led internal and external activities to market One-Stop System program services. Sullivan Jackson services are designed and managed by the County to assist Sullivan Jackson customers defined as the general public, specifically the homeless and homeless veterans, seeking employment related services and the public/private sector employers.

**DUTIES/RESPONSIBILITIES:** Work assignments may vary depending on the department's needs and will be communicated to the Contracted staff by the Pima County or SER supervisor.

- Provides information on local housing availability and develops an emergency housing, if needed, and a long-term strategic housing plan;
- Gives Sullivan Jackson clients labor market, job availability and job specific skill and education requirements;
- Interviews and counsels' customers to determine short and long-term career goals, employment barriers, and needed training and education requirements;
- Evaluates customers' needs for mental, behavioral and other health-related issues, and coordinates referrals to appropriate agencies;
- Provides career and academic counseling, individual and group counseling related to job loss and homelessness and crisis intervention when needed;
- Develops and conducts employability skills classes and workshops to address general housing and specific workforce career and job search issues;
- Coordinates referrals with appropriate agencies and schools;
- Administers and interprets standardized tests such as career interest inventories and aptitude and personality tests and conveys results to clients;
- Reviews job orders and matches Sullivan Jackson customers with job requirements using manual or computerized file search;
- Refers customers to companies, in response to company job orders;
- Continues job referrals until job placement occurs;
- Instructs clients individually and through workshops in resume writing, job search and interviewing techniques as well as entrepreneurial skills;
- Develops on-the-job training contracts, including specifications for wage levels and length and content of training;
- Presents program orientation sessions for Sullivan Jackson customers; and
- Refers customers to training for occupational skills upgrading.
- Perform other duties as may be assigned by the SER Director / Program Manager

**Outreach:**

- Works with housing providers to promote and develop housing opportunities for clients;
- Acts as a representative for the One-Stop System programs;
- Represents the One-Stop System before groups, including employers and community agencies, through speaking engagements and individual meetings;

- Assists in various One-Stop System program activities, as well as business retention, entrepreneurial startup, business expansion, and new business recruitment.
- Advises businesses of available tax incentives for employing program customers;
- Conducts follow-up on Sullivan Jackson housing, job and employment referrals.

**Knowledge of:**

- Community housing, business, economic development and crisis intervention services;
- Qualifications generally associated with jobs in our local labor market;
- Local, state and national labor markets and trends;
- Principles and techniques of resume writing, job search and interviewing techniques;
- Rules, regulations, procedures and practices of the Workforce Innovation and Opportunity Act (WIOA), Americans with Disability Act (ADA), youth employment laws, Fair Labor Standards Act (FLSA) and other county contracting rules, regulations and standards;
- Needs of homeless adults, youth and veterans and programs offered by local educational and training institutions.

**Knowledge and Skill in:**

- Effective written and verbal communication;
- Basic computer proficiency
- Database management and data entry
- Good and effective working relationships with others;
- Use of sound judgment to make decisions, draw conclusions and take appropriate action;
- Recognizing client psychological symptoms requiring professional health intervention.

**PREFERRED QUALIFICATIONS**

A BA degree from an accredited college or university and two-years' experience in employment and training. An MA degree in a related field may substitute for one year of the required experience. Else, six years professional level experience in employment and training.

**OTHER REQUIREMENTS:**

**Licenses and Certificates:** Some positions require a valid Arizona Class D driver license at the time of application or prior to completion of initial or promotional probation. Failure to obtain/maintain the required licensure shall be grounds of termination.

**Special Notice Items:** Some positions may require bi-lingual in English and a second language as determined by the appointing authority. Some positions may require the (reimbursed) use of personal vehicles to travel between work-sites in the performance of assigned duties.

**Physical/Sensory Requirements:** Required physical/sensory requirements will be determined by position.

**Required:**

**Prior to hiring, applicant will be subject to a background check which includes criminal history and fingerprint verification. Applicant must be able to clear and obtain a fingerprint clearance card from the Arizona Department of Public Safety and a background check through the Arizona Department of Child Safety Central Registry.**

**How to apply: email a resume no later than 5:00 p.m. Friday, December 26, 2025.**

**Please indicate what position you are applying for on the email subject line:**

**Workforce Development Specialist – Level 1 (Homeless Case Manager)**

**To: Erik Dorame – serjobs85713@yahoo.com**