



We're hiring! Join the WCI team and help make a difference in your community. WCI offers flexible scheduling with remote work opportunities.

Now recruiting for the following position(s):

## **Career Planner (3 openings)**

Full Time (40 hours)

## **W2 Education Navigator**

Full Time (40 hours), La Crosse, WI

## **Healthcare Navigator**

Full Time (40 hours), La Crosse, WI

*Workforce Connections is committed to creating a diverse and inclusive space, both internally for staff and externally for each person we serve. No matter your race, age, religion, gender, orientation, identity, or experience; our goal is to create a welcoming environment for all to ensure universal service accessibility. We strive to present our authentic selves while fostering healthy relationships within our community.*

To apply please complete the application at:

<https://www.surveymonkey.com/r/wciemloymentapplication>

Position open until filled. Please see following pages for position description(s).

A proud partner of the **AmericanJobCenter**® network

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**Title:** Career Planner  
**Supervisor:** Director of Operations  
**Wage Range:** \$19.64 - \$34.79 / hour

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### **Position Summary**

Under the supervision of the Director of Operations, the Career Planner serves as a case manager for all participants in employment related programs operated under Workforce Connections. The Career Planner is responsible for determining eligibility for employment program services and providing subsequent case management and services in accordance with program guidelines.

### **Minimum Qualifications**

Bachelor's degree preferred in a related field but will consider an associate's degree with two to three years' experience in a related field. Prefer experience in working with disadvantaged populations including eligibility determination and subsequent case management. Strong written, verbal and interpersonal skills required including conflict resolution and problem solving. Ability to explain budgeting, financial concepts and procedures. Work independently and as a strong team member. Ability to use appropriate computers reporting systems as identified by funders. A proficiency in the Windows operating system and Microsoft Office Suite required.

### **Primary Duties and Responsibilities**

#### **I. Participant Services**

- Process program referrals and enroll participants into the related program timely.
- Perform intake and eligibility for program services while ensuring proper documentation and necessary reporting is in place.
- Provide program services in accordance with policy, law, and program plans.
- Assess the individual's work history, skills and aptitudes including educational levels or certifications achieved.
- Assist in the creation of employability plan and monitor progress towards achieving goals. Make revisions to plan or takes corrective action as necessary.
- Enter data into required reporting systems as necessary by the organization and funding sources.
- Provide case management services including assistance with employment search, job retention & advancement, job preparedness, life skills development, money management, interpersonal safety, and other issues as appropriate.
- Provide job search, resume writing, placement assistance and career assessments where appropriate.
- Refer individuals to other appropriate community support services.
- Follow all State guidelines in the interpretation and explanation of federal, state, and local policies governing legal rights and responsibilities of applicants and participants.
- Attend all required trainings to maintain position required certifications and training requirements.
- Act as an advocate in resolving barriers to employment.
- Maintain contact standards in accordance with Workforce Connections, Inc. and funder guidelines.
- Provide excellent customer service to all individuals.

#### **II. Oversight and Monitoring**

- Assess individual or family needs and provide referral(s) to access other services as needed.
- Assist individuals through case management services including life skills development, money management, interpersonal safety, and other issues as appropriate.
- Monitor and report on the school attendance requirements for school-aged children and Personal Responsibility Plans and takes corrective action if necessary.
- Implement the employability plan and monitor participants' progress toward achievement of goals and objectives and take corrective action if necessary.
- Work with others in the community, partners and Job Developers to identify unsubsidized, subsidized, community service, and job placements to meet participant and program needs.
- Meet and/or exceed performance expectations for all program operations.
- Maintain case files with proper verifications, service documentation.

**III. Other Duties as Assigned**

- Participate in program training sessions and workshops.
- Perform other duties as assigned.
- Follow all policy and performance procedures established by Workforce Connections.
- Act as a member of the Workforce Connections team exhibiting professionalism, teamwork, and company values.

**Physical/Sensory/Cognitive Requirements**

The majority of the work time will be spent in an office setting and in the community in a variety of settings assisting in achieving the goals and objectives of Workforce Connections, Inc. Mobility within the rural and urban community is required on a daily basis. Must be able to drive and have access to a reliable vehicle. Will be required to sit at a desk or in meetings for an extended period of time. Ability to present information and respond to questions from staff, board members, and the general public when speaking on the phone or in face-to-face interactions.

Uses hearing and vision with the ability to collaborate and orchestrate in a variety of environments. Regular use of fine motor skills for writing or typing. Lifting of objects up to 30 pounds may be required. Bending and walking required regularly.

Regularly will concentrate on multiple tasks simultaneously along with the capacity to respond calmly and quickly to deadlines required. Ability to interpret an extensive variety of technical instructions and deal with several abstract and concrete variables.

**Environmental Conditions**

Majority of work is performed in an office setting, community, and varied conditions. Outdoor travel required.

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Career Planner Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date



**Title:** W2 Education Navigator  
**Supervisor:** Director of Operations  
**Wage Range:** \$19.64 - \$34.79/ hour

### **Position Summary**

Under the direct supervision of the Director of Operations, the W2 Education Navigator is responsible for regular contact with the education system in our region in addition to the coordination and direct services for those seeking support and assistance in successfully navigating education goals while working within programs.

### **Minimum Qualifications**

Bachelor's degree preferred in education, human services, or related field but will consider an associate's degree with two to three years' experience in a related field. Prefer experience in working with disadvantaged populations with strong presentation skills. Strong written, verbal, and interpersonal skills required including conflict resolution and problem solving. Work independently and as a strong team member. Ability to use appropriate computers reporting systems as identified by funders. A proficiency in the Windows operating system and Microsoft Office Suite required.

### **Primary Duties and Responsibilities**

#### **I. Program Outreach & Education**

- Establish and maintain effective relationships with key education providers including adult basic education providers, local school districts, and partner agencies to assist in successful education pathways
- Educating and assisting education providers in the various services available through partnership
- Educating and assisting participants in education options
- Collaborate with partner agencies to increase education literacy
- Connect students and families to education opportunities
- Attend and present workgroups/roundtables as needed
- Meet contract performance standards and meeting contract expectations
- Follow State guidelines in the interpretation and explanation of federal, state, and local policies governing legal rights and responsibilities of applicants and participants.
- Maintain expertise in education policy and regulations as required by the contract

#### **II. Participant Services**

- Provide onsite recruitment within education providers, schools, and community agencies/venues
- Review and assess the participant's education history, skills, and ongoing needs
- Create pathways to help participants navigate their education journey
- Act as an advocate for the participant in resolving barriers to education.
- Assess individual or family needs and provide referral(s) to access other services as needed.
- Assist individuals through educational case management services, and other issues as appropriate.
- Monitor and report on the school attendance requirements for school-aged children and Personal Responsibility Plans and takes corrective action if necessary.
- Implement the education plan and monitor participants' progress toward achievement of education goals and objectives and take corrective action if necessary.
- Maintain expertise in education policy and regulations as required by the contract

- Meet and/or exceed performance expectations for all program operations.
- Maintain case files with proper verifications, service documentation.
- Refer individuals to other appropriate community support services.
- Follow all State guidelines in the interpretation and explanation of federal, state, and local policies governing legal rights and responsibilities of applicants and participants.
- Attend all required trainings to maintain position required certifications and training requirements.
- Maintain contact standards in accordance with Workforce Connections, Inc., and funder guidelines.
- Provide excellent customer service to all individuals.

**V. Other Duties as Assigned**

- Participate in program training sessions and workshops.
- Perform other duties as assigned.
- Follow all policy and performance procedures established by Workforce Connections.
- Act as a member of the Workforce Connections team exhibiting professionalism, teamwork, and company values.

**Physical/Sensory/Cognitive Requirements**

The majority of the work time will be spent in an office setting and in the community in a variety of settings assisting in achieving the goals and objectives of Workforce Connections, Inc. Mobility within the rural and urban community is required on a daily basis. Must be able to drive and have access to a reliable vehicle. Will be required to sit at a desk or in meetings for an extended period of time. Ability to present information and respond to questions from staff, board members, and the general public when speaking on the phone or in face-to-face interactions.

Uses hearing and vision with the ability to collaborate and orchestrate in a variety of environments. Regular use of fine motor skills for writing or typing. Lifting of objects up to 30 pounds may be required. Bending and walking required regularly.

Regularly will concentrate on multiple tasks simultaneously along with the capacity to respond calmly and quickly to deadlines required. Ability to interpret an extensive variety of technical instructions and deal with several abstract and concrete variables.

**Environmental Conditions**

Majority of work is performed in an office setting, community, and varied conditions. Outdoor travel required.

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W2 Education Navigator Signature

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Date

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Supervisor Signature

\_\_\_\_\_  
Date

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Executive Director

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Date



**Healthcare Navigator**  
**Supervisor:** Director of Operations  
**Wage Range:** \$19.64 - \$34.79/ hour

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### **Position Summary**

Under the direct supervision of the Director of Operations, the Healthcare Navigator serves as the point of contact to assist customers in connecting to health insurance opportunities. The Healthcare Navigator is responsible for educating and assisting both customers and businesses in understanding health insurance options, accessing and enrolling in insurance options, referral to other insurance assistances, and ongoing support for those experiencing health insurance needs.

### **Minimum Qualifications**

Bachelor's degree in human services, health care, or related field. preferred but will consider an associate degree with experience. Prefer experience in working with disadvantaged populations including eligibility determination and subsequent case management. Strong, written, verbal and interpersonal skills required including conflict resolution, presentation, and problem solving. Work independently and as a strong team leader. Ability to use relevant computer systems. Strong presentation skills.

### **Primary Duties and Responsibilities**

#### **I. Technical Duties**

- Develop and maintain relationships with key stakeholders including employers, customers, advocates, school districts, and partner agencies
- Educating and assisting customers in health insurance eligibility determination and obtaining coverage options
- Collaborate with partner agencies to increase health literacy
- Connect children and families to affordable health insurance options
- Process reports as required by the contract
- Attend and present workgroups/roundtables as needed
- Meet contract performance standards and meeting contract expectations
- Follow State guidelines in the interpretation and explanation of federal, state, and local policies governing legal rights and responsibilities of applicants and participants.
- Attend all required training to achieve and maintain status and expertise as ACA Healthcare Licensed Navigator and complete other required trainings and certifications as assigned.
- Maintain expertise in health insurance policy and regulations as required by the contract.

#### **II. Education and Outreach**

- Agency point of contact for health insurance questions or assistance
- Develop and facilitate public health insurance training, outreach, and education sessions

#### **III. Other Duties as Assigned**

- Participate in program training sessions and workshops.
- Perform other duties as assigned.
- Follow all policy and performance procedures established by Workforce Connections.

- Act as a member of the Workforce Connections team exhibiting professionalism, teamwork, and company values.

**Physical/Sensory/Cognitive Requirements**

The majority of the work time will be spent in an office setting and in the community in a variety of settings assisting in achieving the goals and objectives of Workforce Connections, Inc. Mobility within the rural and urban community is required on a daily basis. Must have access to a reliable transportation. Will be required to sit at a desk or in meetings for an extended period of time. Ability to present information and respond to questions from staff, board members, and the general public when speaking on the phone or in face-to-face interactions.

Uses hearing and vision with the ability to collaborate and orchestrate in a variety of environments. Regular use of fine motor skills for writing or typing. Lifting of objects up to 30 pounds may be required. Bending and walking required regularly.

Regularly will concentrate on multiple tasks simultaneously along with the capacity to respond calmly and quickly to deadlines required. Ability to interpret an extensive variety of technical instructions and deal with several abstract and concrete variables.

**Environmental Conditions**

Majority of work is performed in an office setting, community, and varied conditions. Outdoor travel required.

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Healthcare Navigator Signature

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Date

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Supervisor Signature

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Date

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Executive Director

\_\_\_\_\_  
Date

**Workforce Connections, Inc. Positions**

**Career Planner, Job Developer, Operations Coordinator, Navigators and Resource Coordinator**

	<b>Wage Bands</b>	<b>Expected Knowledge</b>	<b>At this level, the staff person:</b>
<b>Level 1</b>	\$19.64 to \$22.79	Meets the minimum hiring qualifications, and is learning fundamental concepts, values, practices and procedures of the organization, programs and case management strategies.	Exposed to and learning about (receive training on) organizational programs, practices, policies, procedures, protocols, processes and principles
			Using already developed procedures and job shadowing and/or working under immediate supervision; they perform assigned tasks.
			Performing routine work and instructions are usually detailed.
			Learning about community partnerships and relationships within the system and being exposed to new stakeholders
<b>Level 2</b>	\$20.90 to \$28.79	Meets the minimum hiring qualifications and knows and is able to apply fundamental concepts, values, practices and procedures of the organization, programs, strategies and leadership practices.	Continuing to use established procedures and work under on-going supervision; and perform assigned tasks and projects
			Continuing to do routine work that varies in nature with instruction/ guidance.
			Learning to navigate partnerships and relationships.
			Demonstrated understanding of organizational programs, practices, policies, procedures, protocols, processes and principles is visible.
			Willing and able to train and mentor others on basic programs and procedures
			May lead or direct projects with minimal or limited support from supervisor
			Contributes to increased organizational capacity
			Organizational values and culture are readily exhibited in daily activities, promoted to co-workers and partners, and staff provide mentorship to new staff members.
			May act in liaison capacity with other departments, divisions, and organizations.
Has created an education plan with their supervisor and secured agreed upon credentials and completed the level movement plan and action items			
<b>Level 3</b>	\$25.20 to \$34.79	Knows, applies, trains and creates fundamental concepts, practices and procedures of the organization, programs and business services strategies across multiple programs. Displays high levels of leadership in the organization.	Working under supervision and performs work that is varied and that may be somewhat difficult in character, but usually involves limited supervision
			Actively building and creating new partnerships and relationships
			Effectively navigating partnerships and relationships.
			Demonstrating understanding, utilization, and ability to train others on organizational programs, practices, policies, procedures, protocols, processes and principles
			Willing and able to train and mentor others on multiple and complex programs and procedures
			Contributes to increased organizational capacity by cultivation new ideas or initiatives
			Reviewing progress and evaluating results to include monitoring and oversight
			Evaluating progress and results and recommends major changes in procedures.
			Assisting with the review and evaluation of personnel performance.
			Actively developing and cultivating partnerships and providing staff mentorship, and active involvement on organizational operations teams with considerable latitude for unreviewed action or decision.
Maintains ongoing development and education to maintain position excellence and leadership			