



We're hiring! Join the WCI team and help make a difference in your community.

Now recruiting for the following position:

## **Career Planner- La Crosse County Full Time (40 hours), La Crosse, WI**

The Career Planner provides case management services to eligible individuals and interacts with local businesses and communities to serve our participants. This position will work in our Wisconsin Works (W2) program.

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

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

Workforce Innovation and Opportunity Act programs are made available with Workforce Innovation and Opportunity Act funding from the Western Wisconsin Workforce Development Board, Inc., Wisconsin Department of Workforce Development and United States Department of Labor. The Western Workforce Development Board and Workforce Connections, Inc. are equal opportunity employer and service provider. If you have a disability and need assistance with this information, please call us through Wisconsin Relay Service 7-1-1. Please contact us at (608-789-5499) to request information in an alternate format, including translated to another language.

**Title:** Career Planner  
**Supervisor:** Director of Operations  
**Wage Range:** \$16-\$18 / hour

---

### **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.

\_\_\_\_\_  
Career Planner Signature

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Date