



Jobs for Arizona's Graduates
Job Posting
Community Liaison

SUMMARY:

Jobs for Arizona's Graduates provides career and college readiness programming to youth ages 16 to 24 through various program models. This position is primarily responsible for supporting youth participating in JAG's LEAP Programming. The LEAP program provides JAG programming and connections to supportive services for youth ages 16-24 who are or have previously experienced homelessness, been in the foster care system, or involved with the justice system. The community liaison provides critical one on one support to these youth to remove barriers to participation in JAG programming, education and employment.

ESSENTIAL FUNCTIONS:

To perform this job successfully, an individual must be able to perform each essential function satisfactorily with or without accommodation. The requirements listed below are representative, but not all inclusive, of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

- Support recruitment of JAG participants, educate and inspire clients to successfully transition from his/her current standing, to a credentialed and gainfully employed member of the community.
- Support JAG students with completion of program on-boarding paperwork as required for the program and submit completed paperwork and documentation to Program Manager.
- Provide a comprehensive assessment with JAG students to identify interests, goals, and supportive service needs.
- Work collaboratively with JAG Coordinators to develop case plans outlining participant goals, identified challenges and supportive services that will increase the probability that the participant will complete the requirements for a diploma, GED, training, and successfully enter and maintain employment.
- Facilitate referrals for JAG students with community partners to remove barriers related to basic needs (food security, housing, child care, transportation, health, etc.).
- Meet with participants, throughout the month, to monitor progress and update the participant's individualized plan.
- Share information learned with other programming professionals, to continue to determine best practices for participants, and collectively aid in barrier removal and goal achievement.
- Provide guidance, coaching, instruction, remediation and support that will increase the probability that the participant will complete the requirements for a diploma, GED and/or occupational skills training.
- Collaborate and share client progress with JAG Coordinators and Program Manager.
- Contact and re-engage disconnected program youth.
- Coordinate additional student services including: job fairs, workshops, field trips, speakers, and other activities.
- Follow-up with participants by monitoring activities with employers and/or educational institutes.
- Maintain confidentiality regarding all issues relative to client files and the organization's operations.
- Collect records and maintains accurate client performance and progress data.



Qualifications

- Must have a minimum of 1 year of experience working with youth in an education, youth development or other related setting.
- Bachelors' degree or higher in education, counseling, social work, business management or related area is preferred.
- Must demonstrate proven knowledge and experience working within a social services or human services network; or ability to find and connect with a network of service providers.
- Must be able to demonstrate a high level of conceptual and strategic thinking – understanding budgets, goals and objectives as well as interpret and communicate policies and procedures and JAG Standards and Programming to community partners and youth participants.
- Must possess the ability to convey a professional image, as well as effectively represent JAG as appropriate in its relations with external bodies, agencies and partners.
- Local, daytime travel required within Metro Phoenix and Tucson areas.
- Ability to work independently and manage a flexible work hours/location dependent upon the needs of the youth.
- Computer skills including, but not limited to: Microsoft Outlook, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Online database management systems.
- Ability to obtain a DPS Fingerprint Clearance Card with no restrictions.

Required Competencies:

- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Ethics** - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- This is primarily a sedentary office classification but may require field visits and driving.
- Station of Work – The JAG Central office will be the primary station of work with frequent local travel to JAG program sites, partner organizations, youth meetings, etc.
- Hours – Full Time, hourly (30-40 hours per week). Schedule will be flexible and may change depending upon the needs of program participants, organization events, etc.
- Temperature conditions are controlled with no direct exposure to hazardous physical substances.
- The noise level in the work environment is usually low to moderate.
- There is occasional exposure to irate staff, vendors or participants.
- While performing the duties of this job, the employee is regularly required to sit, stand, walk, keyboard, to finger, handle, or feel, reach with hands and arms, see, talk and hear.
- The employee will frequently lift and/or carry reports, records and other materials that typically weigh less than 40 pounds. The employee is occasionally required to stoop, kneel, bend, or crouch.
- Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, calculator, and other standard office equipment.



All of the information contained herein reflect general details as necessary to describe the principal functions of this classification, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.

Management reserves the rights to add, modify, change, or rescind the duties and/or work assignments of all positions, without advance notice, and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

To Apply:

Interested candidates should send a resume and cover letter to email address below. After the initial review, you will be asked to complete an application to move forward in the application and interview process.

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Please email Dianna.harrier@jagaz.org or call 602-216-9504 with questions.

