

CareerCenter Staff / Core Services Delivery

Functional Teams

The System/CareerCenter Access Team

Membership:
Managers; Supervisors; MIS and Technology Staff; Marketing Staff; Info Center Staff (Dedicated/Assigned)
Mission:
Develop CareerCenter outreach and orientation strategy; assignment and support for team assignments / rotations; schedules for intake/registration; identify initial assessment components; determine supportive services information and referral guidelines; assure facilities and systems are operating efficiently; monitor customer flow within the CareerCenter and between programs.
Area(s) of Responsibility:
Core, Intensive and Training Services; Administration; MIS/Technology; Facility

Information Center Team

Membership:
All program and CareerCenter staff dedicated / assigned to provide services within the Information Center; Referral Specialist; Financial Aid Specialist; Tech support staff; Intake Staff.
Mission:
Universal media and resources for businesses and individuals; equipment (usage and maintenance); self-service job search; financial aid assistance; labor market information; information on programs and performance; Unemployment Insurance; cross-marketing of other CareerCenter services; alternative access methods for information.
Area(s) of Responsibility:
Core A and B services

The Workshop Team

Membership:
All CareerCenter workshop leaders; Instructors; partner program leaders.
Mission:
Information workshops and seminars; job seeking workshops/job clubs; reemployment services; group assessment; short-term prevocational workshops; career development; design, develop and modify curriculum as needed; exposure to all partner and programs (cross-marketing services)
Area(s) of Responsibility:
Core A and B, Intensive

The Counseling and Service Planning Team

Membership:
WIA Service Planning staff; W-P Employment Counselors; TAA Coordinators; LEC Staff
Mission:
Assessment services; plan development; financial aid planning; ITA requests
Area(s) of Responsibility:
Core, Intensive and Training

The Job Referral/Development and Placement Team

Membership:
W-P staff; WIA staff
Mission:
Universal job bank; universal "talent" bank; self-service; facilitated and staff-assisted job development and placement; marketing placement services to employers/community
Area(s) of Responsibility:
Core and Intensive

The Business Services Team

Membership:
System and CareerCenter Staff; Job Development Staff; LEAPs; REAPs; Rapid Response Staff
Mission:
Define system core, intensive and training services for businesses; market business services within the Center and within the community; business customer needs/satisfaction
Area(s) of Responsibility:
Core, Intensive and Training

Other Functional Team Formation Options:

The Training Team

Membership:
WIA Service Planning staff; W-P Employment Counselors; TAA Coordinators
Mission:
Track and monitor program progress; update ISS, ITA and TAA Agreements; develop training program completion strategies; refer to other teams as appropriate, i.e., Information Center, Job Placement/Development; Workshop
Area(s) of Responsibility:
Training

The Retention Services Team

Membership:
WIA Service Planning staff; W-P Employment Specialist; W-P Employment Counselors; TAA Coordinators
Mission:
Develop set of universal follow-up strategies; design tools, publications, fact sheets to provide customers after exit; coordinate with Workshop Team to offer post-employment assistance
Area(s) of Responsibility:
Core, Intensive and Training Services

The Performance Management Team

Membership:
CareerCenter WIA and W-P staff; Program Managers
Mission:
Monitor and evaluate overall CareerCenter performance outcomes; develop strategies for registering and exiting decisions; publishing CareerCenter outcomes; strategies for individual and group follow-up
Area(s) of Responsibility:
Core, Intensive and Training Services