

## **JOB OPENING (JOB CODE: WW001)**

**[JOB TITLE:] Workshop Facilitator**

**[SALARY RANGE:] \$15.74-\$19.67/hour**

**[CONTACT:] Human Resources Dept., 2701 S. Chase Avenue, Milwaukee, WI 53207**

**[LOCATION:] Milwaukee, WI**

**[STATUS:] Full Time**

**[TERM:] Regular**

**[CLOSING DATE:] Until Filled**

**[APPLICATION DEADLINE:] Until Filled**

**[NUMBER OF OPENINGS:] 3**

**[JOB TYPE:] Internal/External**

### **[SUMMARY:]**

Under the direct supervision of Employment Services Supervisor, the Workshop Facilitator is responsible for developing, facilitating, and coordinating job readiness workshops to all Wisconsin Works (W-2) eligible participants in person and virtually. This position administers job readiness questionnaires, assists with resume development, engages program participants in work activities, tracks attendance, enters detailed case comments into state data system(s), and assists in coordinating Employment Services events.

### **[JOB DUTIES:]**

- 1) Responsible for the development, implementation and presentation of workshop curricula.
- 2) Master workshop content and facilitate dynamic workshops to individuals and groups of various sizes.
- 3) Facilitate workshops in person and virtually via online media platforms.
- 4) Conduct pre-employment training programs for participants with a focus on job seeking skills, positive work habits and retaining employment.
- 5) Assist workshop participants in developing job search strategies, employment goals and action steps to achieve those goals
- 6) Provide one-on-one assistance with focus on resume development, interviewing skills, workplace conduct and professionalism.
- 7) Complete job readiness screening with participants using WWP state system and documenting detailed case comments timely.
- 8) Develop teaching aids, including training handbooks, demonstration models, multimedia visual aids, computer tutorials and role play interviews.
- 9) Develop and utilize tools to measure participant progress and monitor the effectiveness of training sessions.
- 10) Maintain accurate workshop data, including attendance, evaluations and other reporting data elements; prepare documents for scanning into electronic case file (ECF) system.
- 11) Identify barriers to participation, refer participants back to Financial and Employment Planner (case manager), maintain confidentiality of participant information, and comply with government and agency regulations and program standard operating procedures.
- 12) Coordinate scheduling of internal and non-UMOS presenters at workshops.
- 13) Maintain a working knowledge of community resources, stay current about the community partnerships and other agency information as referral processes.
- 14) Assist with Employment Services events, including but not limited to strategizing, developing, coordinating, creating flyers, and calling/registering participants.
- 15) Attends meetings conferences and workshops as assigned, performs special projects and other related duties as assigned.

### **[QUALIFICATIONS:]**

- 1) Minimum of a High School Diploma (or equivalent) supplemented by either one year of post-secondary education, or equivalent related training.
- 2) Minimum two years' work experience with adults in a learning environment, social services, or related field.
- 3) Ability to recognize learning styles and able to adapt facilitation accordingly.

- 4) Able to work with confidential information and have a basic understanding of customer service practices.
- 5) Demonstrated organizational skills and strong attention to detail in data tracking and entry.
- 6) Ability to communicate effectively with all levels of staff and management in writing and verbally.
- 7) Bilingual in English and one or more languages/Spanish, Burmese, Rohingya, Somali, Karen; verbal and written is preferred.
- 8) Knowledge and experience in current Microsoft Office Suite/Office 365, including Word, Excel, and Outlook with demonstrated ability to type minimum of 40 words per minute.
- 9) Demonstrated organizational and time management skills with the ability to perform comfortably in a fast-paced, deadline-oriented work environment, and ability to successfully execute multiple projects at one time.
- 10) Must be able to travel and work irregular hours.

**[CLICK HERE TO APPLY FOR THIS JOB.](#)**

***Equal Opportunity Affirmative Action Employer***

04/23/21