



**October 11, 2024**

**Vacancy Announcement**

**Case Manager  
For Workforce Innovation and Opportunity Act (WIOA) Programs  
Arlington Employment Center**

The *SkillSource* Group, Inc. (SSG) supports economic and workforce development initiatives throughout the Northern Virginia region. As a full-time WIOA Case Manager, this position will serve Arlington County residents at the Arlington Employment Center, located at 2100 Washington Blvd., Suite 100, Arlington, VA, 22204. The WIOA Case Manager will serve eligible jobseekers who meet Federal Workforce Innovation and Opportunity Act guidelines for either WIOA Adult or Dislocated Worker program eligibility.

The WIOA Case Manager will work on-site at the Arlington Employment Center at least three (3) days per week, and virtually, meeting with jobseeker applicants, supporting their employment goals, conducting skills assessments and career interest inventories while also assessing basic literacy and numeracy benchmarks, and identify occupational skills training necessary for the jobseeker to obtain employment. Incumbent will share local and regional employment opportunities and outline the skills and credentials necessary to be qualified for various employment opportunities. The Case Manager will work closely with the jobseeker to prepare a resume, cover letter and other application materials for each selected employment opportunity. Further, the Case Manager will monitor and manage the employment placement process while also maintaining electronic records in various County and State databases on each individual jobseeker's records.

The Incumbent will also assist job seekers with identifying job leads and securing education and training. The incumbent will track job placement progress and wage and placement data, collect and report data, and work with officials of the Arlington Employment Center and the Alexandria/Arlington Regional Workforce Council.

**Responsibilities and Tasks:**

- Serve as the primary Case Manager for Federal WIOA Adult and Dislocated Worker services delivered at the Arlington Employment Center, Arlington's American Job Center. Meet with jobseeker applicants to

assess program eligibility for enrollment, creating individual employment plans, conducting skills assessments and career interest inventories while also assessing basic literacy and numeracy benchmarks. Identify training necessary for jobseekers to obtain meaningful employment, such as GED, ESOL, and occupational skills training.

- Assists Arlington Employment Center job seekers with job search, resume writing and career counseling. Assist job seekers with accessing and using American Job Center and their employment center resources.
- Meets regularly with Arlington County officials to discuss program progress through monthly conference calls among partners to assure consistent and accurate information sharing, identification of challenges and updates on Project performance outcomes.
- Work with Arlington County officials and other workforce development and vendors to ensure timely coordination and communication for job services activities. Plan and deliver workshops, job fairs, and other employment related events.
- Maintain electronic case files for each participant in a State- and Local-maintained participant tracking system, including assignment of discrete activity codes for each client, and keeping detailed case notes. Track, monitor and report on program activities. Perform other duties as required or assigned in support of the Arlington Employment Center WIOA Adult and Dislocated Worker Programs.

### **Required Qualifications:**

The WIOA Case Manager must reflect the following background and characteristics:

- At least four (4) years of work experience is required. A strong background in administering and providing public workforce services to adults or in an American Job Center environment is preferred, with specific experience in administering Federal Workforce Innovation and Opportunity Act (WIOA) programs. A four-year degree can offset some years of the required work experience.
- Excellent understanding of the DC metro labor market and key industries and growing occupations. Specific expertise and experience in working with Northern Virginia employers is a key strength, as well as knowledge of hiring opportunities and challenges in local private, public, and non-profit sector organizations within Arlington County.
- Strong work ethic, integrity, maturity and good judgment, an ability and willingness to multi-task, a great sense of humor and an excellent proficiency in Microsoft Office products and utilization of web-based tools is essential.
- Must possess good communication and customer service skills, organizational abilities, attention to detail and be able to meet deadlines.

- Access to and utilization of a privately-owned automobile for travel throughout Arlington County, Virginia (All business mileage will be reimbursed at the IRS-approved mileage rate.)

The Case Manager reports to the Project Director, with supervisory guidance from the Arlington Employment Center Supervisor, and will be actively engaged in a team effort comprised of *SkillSource* Group staff, officials from Arlington County and professionals from a wide variety of Partner Organizations. This position is a 40-hour per week commitment.

**Compensation and Benefits:**

Salary is negotiable, up to \$70,000 annually, depending on education and experience. The *SkillSource* Group offers an outstanding benefits package, including a 401 K Plan, Employer-supported Health, Life and Disability Insurance premiums.

**Location:** This position will be based at the Arlington Employment Center and may be expected to travel occasionally throughout Arlington County, Virginia. This position may be able to telework two (2) days per week. Free parking provided.

**How To Apply**

Please submit a cover letter and resume to The *SkillSource* Group, Inc., ATTN: David Hunn, at [careers@vcwnorthern.com](mailto:careers@vcwnorthern.com) by Tuesday, October 22, 2024. The *SkillSource* Group, Inc. offices are located at 8270 Greensboro Drive, Suite 850, McLean, VA 22102.