



TACOMA COMMUNITY COLLEGE
invites applications for the position of:
Pierce County
Workforce Navigator

SALARY: \$4,500.00 - \$4,833.33 Monthly
 \$54,000.00 - \$58,000.00 Annually

OPENING DATE: 01/04/23

CLOSING DATE: Continuous

WHO WE ARE:

Priority Consideration Date: February 4, 2023

Tacoma Community College (TCC) is built on the traditional homelands of the Puyallup Tribe. The Puyallup people have lived on and stewarded these lands since the beginning of time and continue to do so today. Our college commits to uplifting the voices, experiences, and histories of the Indigenous people of this land and beyond. TCC stands in solidarity with Black Lives Matter and the Black community and we strive to become an anti-racist institution. We are examining racism, both implicit and explicit, as a system of domination, and we seek to identify and abolish it in our policies, procedures, and practices.

As the winner of the 2020 Association of Community College Trustees Equity Award for the entire Pacific Region, TCC is committed to recruiting faculty and staff who are reflective of the diverse community we serve. We are specifically focusing on improved support for traditionally underserved populations at TCC including Black, Indigenous, and people of color, Dreamers, justice-involved, immigrants and refugees, Veterans, people with disabilities, and the LGBTQ+ community. To this end, the college seeks applicants who will intentionally support and promote efforts related to equity, diversity, and inclusion, and who recognize and honor the important role that diversity brings to an educational community.

Since opening its doors in 1965, Tacoma Community College has provided a high-quality, affordable education to more than 500,000 people. Serving Tacoma, Gig Harbor, the Key Peninsula, online students, and the women's prisons, TCC educates about 11,000 students annually. Many TCC students are the first in their families to attend college, 58 percent receive financial aid, 13 percent have children, 42 percent are students of color, and 48 percent work while attending school. TCC has multiple campuses: the main campus is in Tacoma, another is in Gig Harbor, and two additional sites are maintained at the Washington Corrections Centers for Women.

Position Summary

Pierce County Workforce Education Providers are looking for a dynamic and engaging individual to work in a team with the Pierce County BEdA (Basic Education for Adults) Navigator to recruit and refer residents of Pierce County for basic skills and workforce training services. This position will provide outreach and referral to residents of Pierce County interested in re-engaging in education and training opportunities including career exploration and short and long-term training pathways. The Navigator will work collaboratively with BEdA and Workforce Education programs at each of the 4 community and technical colleges and Tacoma Community House to gain comprehensive knowledge of services and programs offered and disseminate that information to

the Pierce County communities through hosting events, participating in community events and building partnerships in the community to link residents in need school completion with the appropriate program.

The PC Workforce Navigator will work with residents to clarify education and career goals and provide immediate referrals, personally connecting them to an appropriate program. This team is the main point of contact for marketing efforts and will coordinate with workforce Central staff and contractors to guide students to the most appropriate providers. While an employee of Tacoma Community College, this position equitably serves the programs of Pierce College, Bates Technical College, Clover Park Technical College, Tacoma Community House, and Tacoma Community College. This is a contract-funded position that reports to the Tacoma Community College Director of Basic Education for Adults.

ESSENTIAL FUNCTIONS:

- Conduct outreach and recruitment throughout Pierce County and refer interested participants to one of the workforce education providers as appropriate. Lead orientation activities targeting the needs of immigrant and refugee populations.
- Identify and develop relationships with key community partners to build trust in communities the Workforce Education programs aim to serve.
- Employ outreach and recruitment best practices to improve and be effective in engaging target populations.
- Attend outreach events countywide.
- Work closely with the BEdA PC Navigator and the providers in order to ensure effective referrals. This includes sharing resources, organizing protocols, allocating tasks, and addressing gaps in services. The navigator will establish meetings with representatives of the Workforce and BEdA providers on a monthly basis.
- Maintain a current understanding of the programs and pathways at each institution and build relationships with individuals at each institution to ensure effective and timely referrals.
- Maintain a detailed and accurate record of recruitment activities and program outcomes to be shared with the Workforce/BEdA partners and OneStop Service Providers.
- Act as a liaison to other support services utilizing 211 to assist clients to find services for which they are eligible.
- Provide follow-up to ensure referrals are clearly connected to the target institution.
- Provide excellent customer service to potential students, campus partners and community partners.
- Perform related duties as assigned.

QUALIFICATIONS:

Minimum Qualifications

- Bachelor's degree from an accredited college or university.
- Two years of experience working with underrepresented or marginalized populations.
- Experience working with diverse populations. Qualifying volunteer experience is acceptable.
- Intermediate level of experience using computer applications such as word processing, presentation, spreadsheet, database and desktop publishing software.
- Reliable transportation and the ability to travel to all areas of Pierce County.

Preferred Qualifications

- Experience in education-related marketing and outreach.
- Knowledge of local community resources and services.
- Knowledge of WIOA and its implementation mechanism or one-stop system elements.

Conditions of Employment

- Successful completion of a criminal history background check prior to employment.
- Must have reliable transportation to attend community events.

Duties of the position require knowledge, skills, and abilities

- Ability to work independently and as a member of a team.
- Strong interpersonal skills and demonstrated ability to interact professionally with diverse populations.
- An understanding of support services as it relates to Workforce and BEdA service providers.
- An understanding of the pathways at each educational institution.
- An appreciation of diversity and the benefits of a commitment to cultural awareness and sensitivity in the workplace.
- Familiarity with systems of higher education and community-based organizations.
- Proficiency in analyzing numerical data and communicating complex data in an accessible way.
- Ability to identify campus and community resources to remove barriers to success.
- Ability to establish and maintain positive working relationships with students, colleagues, and staff.
- High organizational and problem-solving abilities. Ability to multitask and prioritize a heavy workload.
- Excellent customer service skills; including establishing, building and maintaining internal/external relationships that promote customer satisfaction.
- Commitment to serving the needs of historically underserved populations including but not limited to low-income populations, limited English speakers, and those experiencing homelessness, domestic violence, substance abuse, and other barriers to education and employment.
- Highly professional, ethical, and respectful of confidential data and individuals' circumstances.
- Excellent verbal, written, and interpersonal communication skills.
- Ability and willingness to work an alternate schedule including evenings and weekends, as need demands

APPLICATION PROCESS:

Complete application packages must include the following:

1. Tacoma Community College online application.
2. Resume & cover letter describing how your educational background and experience align with the responsibilities and qualifications.
3. Copies of transcripts for all colleges and universities attended.
4. **Diversity Statement:** Tacoma Community College is committed to creating and supporting a multi-cultural climate that welcomes, fosters, respects, and celebrates diversity. Please attach a statement (maximum two pages) describing your experiences with other cultures and communities, your level of cultural self-awareness and how you have integrated both experience and self-awareness into your living/working environment.

Terms of Employment

These are full-time temporary exempt professional positions funded by grant funding sources. Continuation of this position is contingent upon available funding. The position's scheduled hours vary dependent on program and event needs. The salary range for this position is \$54000 - \$58,000 DOE/DOQ. The salary will be prorated to reflect the actual contract days remaining in the academic year. Degrees must be from accredited colleges or universities recognized by the U.S. Department of Education and verified by National Clearinghouse. International degrees will be verified for U.S. equivalency.

Tacoma Community College provides equal opportunity in education and employment and does not discriminate on the basis of race, color, national origin, age, disability, genetic information, sex, sexual orientation, marital status, creed, religion, or status as a veteran of war. Prohibited sex discrimination includes sexual harassment (unwelcome sexual conduct of various types). Provides reasonable accommodations for qualified students, employees, and applicants with disabilities in accordance with the Americans with Disabilities Act and Federal Rehabilitation Act. The following

persons have been designated to handle inquiries regarding non-discrimination policies: Stephen Smith, Title VII and Title IX, 253-566-5055; Dr. Davi Kallman, Section 504 Officer, Building 7, 253-566-5157. Tacoma Community College is a smoke-free/drug free environment. This recruitment announcement does not reflect the entire job description and can be changed and or modified without notice.

Tacoma Community College
6501 S 19th St Bldg. 14, Tacoma WA 98466

www.tacomacc.edu/about/employment



APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.tacomacc.edu/about/employment>

Position #23-01-AP #MON
PIERCE COUNTY WORKFORCE NAVIGATOR
MM

6501 S 19th Street
Tacoma, WA 98466

cjordan@tacomacc.edu

Pierce County Workforce Navigator Supplemental Questionnaire

- * 1. Which best describes your level of education?
 - High School graduate or equivalent
 - Some College
 - Associates degree from an accredited college or university
 - Bachelors degree from an accredited college or university
 - Masters degree or higher from an accredited college or university
- * 2. How many years of experience do you possess working with underrepresented or marginalized populations?
 - None
 - Less than one year
 - More than one year and less than two years
 - More than two years less than three years
 - Over three years
- * 3. Which of the following best describes your level of proficiency with using computer applications such as word processing, presentation, spreadsheet, database and desktop publishing software?
 - None
 - Beginning
 - Intermediate
 - Advanced
- * 4. Please explain your experience working with with diverse populations.
- * 5. Please explain your experience (if any) with education-related marketing and outreach.
- * 6. Please explain your knowledge of local community resources and services.

* 7. Please explain your knowledge of WIOA and its implementation mechanism or one-stop system elements.

* 8. Do you have reliable transportation to attend community events?

Yes

No

* Required Question