

Job Title: Full Time Workforce Benefits Navigator

Organization: Southwestern Oregon Workforce Investment Board (SOWIB) is a 501(c)(3) non-profit organization that invests federal and state funds into the workforce system in Coos, Curry, and Douglas Counties. We coordinate workforce programs and services through a network of local partners.

Location: Coos, Curry, and Douglas counties, Oregon

Classification: Full-Time or Part-Time – Non-Exempt

Salary Range (F/T): \$48,900 - \$65,000 per year*

*A pay differential is offered for bilingual proficiency.

Competitive Benefits: SOWIB covers employee health, dental, and life insurance, and 50% of dependent health and dental insurance. Holidays, PTO, and a matching 401k are also included.

Application Deadline: Open Until Filled. Applications will be reviewed as received, with a hire goal of September 2024.

Why Join Us?

Join the SOWIB team! We're looking for individuals who are not only skilled but also passionate about making a difference in their community. The Workforce Benefits Navigator role is a dynamic blend of customer service, case management, and resource coordination. You'll be the go-to resource for job seekers across SOWIB's service area of Coos, Curry, and Douglas counties, helping them navigate the often-complex world of workforce benefits. If you have a knack for warm handoffs, thorough follow-ups, and a "let's figure it out" attitude, this could be the perfect fit for you.

Your Role:

- **Customer Engagement:** Be the first point of contact for job seekers at community locations. Your patience and problem-solving skills will be crucial as you guide them through their options.
- **Resource Navigation:** Help individuals access employment-related benefits and resources, streamlining the process to make it as smooth and efficient as possible.
- **Collaboration:** Build strong relationships with local partners, including businesses, schools, and community organizations, ensuring job seekers receive comprehensive support.
- **Data Management:** Keep accurate records and use technology to manage data, ensuring services are tracked and improved effectively.

- **Outreach:** Engage job seekers in rural and underserved areas, ensuring equitable access to services across the region.
 - **Technology Utilization:** Leverage digital tools to enhance communication and support, ensuring a seamless service experience.
 - **Continuous Learning:** Stay updated on best practices in benefits navigation and workforce development by attending trainings, conferences, and meetings.
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What You Bring:

- **Who You Are:** You are a dedicated, compassionate individual who is passionate about making a difference in your community. You understand the importance of empathy, patience, and resilience in helping others succeed, and you approach each challenge with a positive, can-do attitude.
 - **Education & Experience:** A bachelor's degree in social services, human resources, workforce development, or a related field is preferred, but we equally value 2 years of equivalent experience in customer service or case management. We recognize that experience and a willingness to learn can be just as powerful as formal education.
 - **Community Insight:** You have a deep understanding of the community resources available in Coos, Curry, and/or Douglas counties, and you know how to connect people with the support they need.
 - **Communication & Interpersonal Skills:** You excel at building meaningful connections with diverse populations. Your strong communication skills allow you to create trust, foster collaboration, and navigate complex situations with ease.
 - **Workforce Development Experience:** Your background in workforce development or related social services equips you with the knowledge and tools to effectively support job seekers and help them achieve their goals.
 - **Problem-Solving Attitude:** You're resourceful and determined, always ready to dig in, figure things out, and ensure no one falls through the cracks. You approach challenges with creativity and persistence, knowing that there's always a solution.
 - **Tech Proficiency:** You're comfortable with digital tools and platforms for managing data, tracking progress, and communicating effectively. Your experience with software systems ensures accuracy and consistency in data entry, analysis, and reporting. You're also adept at using communication tools to stay connected, whether through email, messaging platforms, or virtual meetings, and you're always eager to learn new technologies that enhance your workflow.
 - **Reliable Transportation:** You hold a valid driver's license and have reliable transportation with appropriate insurance, ensuring you can travel as needed within the service area.
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Details:

- **Additional Requirements:** Regular travel within your local work area within Coos, Curry, and Douglas counties, including outreach to rural areas. A background check (including an MVR check) is required. Flexibility in your schedule is essential.
 - **Work Environment:** Split your time between the office and the community, interacting with a diverse population. Local travel is expected, with the possibility of occasional state-wide trips for conferences or training.
 - **Funding Note:** SOWIB funds this position through a 3-year grant provided by the Higher Education Coordinating Commission (HECC) of Oregon's Future Ready Oregon initiative. Continued employment depends on the ongoing availability of grant funding.
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To Apply:

Submit your Resume and a brief Statement of Interest through **Indeed**. Show us how your experience and passion align with our mission to empower communities.

Equal Opportunity Employer:

SOWIB is an equal opportunity employer committed to fostering an inclusive and diverse workforce. We prohibit discrimination based on race, color, religion, sex, national origin, disability, age, sexual orientation, gender identity, or any other legally protected status.