

Region 14 – WTP Staffing Pattern



Support Staff

Front Desk - First point of contact. Triage and directs customer flow. Liaison between customer and Career Specialists. Assists with the collection of time sheets and program documentation associated with One Stop Programs. Data entry, clerical and telephone duties.



MIS Specialist

Primarily responsible for entering data into the appropriate data tracking system (OSST and all client tracking systems). In addition, assists One Stop Support Staff in responding to telephone contact within program offices and with walk-in traffic. Responsible for tracking and issuance of all support services, checks, vouchers, incentives and transportation assistance.



Resource Specialist

Responsible for the initial contact with the customer to conduct intake, initial interview and eligibility determination(s) for program specific services within the WTP Program. This position also assists in applicant/customer tracking, development and maintenance of applicant/customer E files, and provides backup assistance to the MIS specialist for data entry into the proper MIS database (OSST and Client Case Tracking Systems). Counseling to determine the need for community agency referrals, job referrals, ADM referrals, diversion services and any other internal/external referrals as requested by the customer. Counseling to determine if the customer is in need of applying for ongoing cash assistance, food stamps, and/or Medicaid. The Resource Specialist position serves as the career counseling and intensive services arm of the resource center.



Outreach Specialist

Responsible for outreach of all customers for intensive and training services. Sanction Outreach focuses on outreach to those customers in the sanction process to assist with ease in re-engaging the customer back into the workforce programs; monitors their monthly activity to ensure complete compliance. Retains the newly engaged case until the sanction is lifted and 30 days of compliance is completed. Community Service/Work Experience placement and outreach. Engages previous mandatory and transitional customers/applicants in personalized job search.