



ICS Volunteer Job Description

Work Force Development Volunteer (WFDV) NW or Central

Job Title: Work Force Development Volunteer (WFDV) NW or Central, reports to Workforce Development Manager/Coordinator

Program: Self-Sufficiency: Work Force Development Center

From job readiness to soft skill development to self-efficacy programs, the WFDC supports clients on their path to develop the skills and confidence needed to secure a job and stay employed.

Job Description: The responsibilities of the WFDV are to identify individual client's needs to help them gain employment. By developing rapport with individual clients, the WFDV will assist clients with building job readiness soft skills such as resume and cover letter writing, career aptitude testing, interview preparedness, and follow-up. Volunteers embody ICS values of Respect, Integrity, Compassion, Collaboration, and Innovation.

Job Details:

- Work with assigned clients to craft their resumes or cover letters
- Practice mock interviews based on industry standards
- Assist clients with specific job searches and provide career search advice
- Follow up with clients to check on work status
- Attend additional training to remain updated on best practices and procedures
- Communicate with the Workforce Development Manager/Coordinator to provide additional services for clients and inform them on other services ICS can provide

Volunteer Qualifications:

- Strong computer skills in Microsoft Office programs (i.e. Word, Excel, One Drive)
- Knowledge navigating through online job search platforms
- Willingness to learn new computer programs
- Ability to be flexible and follow established procedures
- Have patience and compassion when working directly with clients
- Be able to work with clients from a variety of backgrounds and educational levels (not excluding individuals with criminal backgrounds)
- Maintain a professional and nonjudgemental attitude
- Maintain confidentiality and respect to individuals visiting the centers

Location: Northwest (2820 W Ina Rd.) or Central Office (122 North Craycroft Rd.)

Time Commitment: One or two days a week, Monday - Friday, 3-4 hour shift