



EDA Recompete – Eastern Kentucky Workforce Training and Support Network – Resource Specialist

Shaping Our Appalachian Region (SOAR) is hiring a full-time position to connect prime age employment gap (PAEG) clients enrolled in its Eastern Kentucky Workforce Training and Support Network (WTSN) component project under its Phase II application to the EDA Recompete Pilot Program to additional external supportive programs and resources. This role will be responsible for connecting PAEG clients facing employment gaps with a wide range of programs and resources where they are eligible to receive benefits and services to support their overall well-being and economic stability. This is a grant-funded position serving 12 SOAR counties: Bell, Floyd, Harlan, Johnson, Knott, Knox, Leslie, Letcher, Magoffin, Martin, Perry, and Pike. Priority will be given to applicants residing in or within close proximity to any of these 12 counties.

This position will report to the Recompete WTSN Project Manager.

Duties and Responsibilities

1. Conduct comprehensive assessments of prime age workers' needs, challenges, and eligibility for various programs and services through independent research, interviews, screenings, and evaluations.
2. Research and identify available programs, resources, and support services offered by government agencies, community organizations, non-profit agencies, private sector employers, and other entities, including but not limited to:
 - Unemployment insurance benefits
 - Healthcare assistance programs
 - Housing assistance programs
 - Food assistance programs
 - Utility bill assistance programs
 - Transportation assistance programs
 - Childcare assistance programs
 - Financial literacy and counseling services
 - Legal aid services
3. Provide information, guidance, and assistance to prime age workers about the eligibility criteria, application process, and available benefits and services for which they may qualify.
4. Assist prime age workers in completing and submitting applications for benefits and services, ensuring accuracy and completeness of all required documentation.
5. Advocate on behalf of prime age workers to navigate bureaucratic processes, resolve issues or disputes, and access needed benefits and services in a timely manner.

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6. Collaborate with government agencies, community organizations, and other stakeholders to streamline access to benefits and services for prime age workers and address systemic barriers or gaps in service delivery.
7. Maintain up-to-date knowledge of changes in policies, regulations, and eligibility criteria for various programs and services, and communicate relevant updates to prime age workers and staff.
8. Document all client interactions, assessments, referrals, and outcomes accurately and thoroughly in the organization's database or electronic records system, ensuring compliance with confidentiality and privacy policies.
9. Collaborate with other team members, including case managers, counselors, and employment specialists, to coordinate services and support for prime age workers and ensure holistic care and assistance.
10. Participate in team meetings, trainings, and professional development activities to enhance your skills and knowledge and contribute to the overall effectiveness of the *Eastern Kentucky Runway* project.

Expectations

1. Strong interpersonal and communication skills, with the ability to build rapport, establish trust, and communicate effectively with diverse populations.
2. Excellent organizational and time management skills, with the ability to prioritize tasks, manage multiple responsibilities, and meet deadlines in a fast-paced environment.
3. Knowledge of government programs, community resources, and support services available to prime age workers, including eligibility criteria, application processes, and benefits.
4. Proficiency in computer skills, including experience with database systems, word processing, and email.
5. Ability to work independently and as part of a team, with a collaborative and solution-focused approach to connecting PAEG clients with needed resources and services.
6. Commitment to maintaining confidentiality and privacy of client information, and adherence to ethical standards and professional boundaries.
7. Empathy, compassion, and a genuine desire to help prime age workers improve their quality of life and achieve economic stability.
8. Flexibility to adapt to changing priorities, needs, and circumstances, and willingness to embrace innovation and continuous improvement.

Culture and Core Values

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SOAR's mission is simple: grow Eastern Kentucky's population.

Our team culture is anchored by putting the interests of Eastern Kentucky first in all that we do. We believe treating others the way we want to be treated is always within our control. Our core values include faith, selflessness, grit, integrity, and empathy. We do our best to exemplify these daily in our interactions with each other and with external partners.

Why SOAR?

The SOAR organization offers a chance to be part of a movement that's bigger than any one of us individually. Tackling the challenges facing Eastern Kentucky is going to take all of us to come together to find the solutions. Through communications, collaborations, and convenings, SOAR is helping to get the right people in the right rooms to ensure the future of Eastern Kentucky burns as bright as ever.

SOAR offers a competitive salary along with the following benefits:

- 100% paid individual health insurance
- SIMPLE IRA retirement plan
- Cell phone stipend
- Mileage reimbursement for work-related travel
- Laptop provided
- Annual bonus

Apply Now

Please apply [here](#).

SOAR is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.