

**Job Title:** HR Business Partner and Training Manager  
**Department:** Program Operations -PH3  
**Reports To:** Component Director  
**FLSA Status:** Non-exempt

**FUNDING NOTICE:** This position is funded by grants and other agency funds and will require additional responsibilities as directed by the supervisor, department director or COO. This position will be reviewed by March 31<sup>st</sup> annually to determine funding availability in the new fiscal year beginning July 1<sup>st</sup> annually.

**COVID-19 Notice:** This mandate will continue until such time as HRCAP determines that this policy is no longer necessary to protect the health and safety of the HRCAP Community.

**WORKING SCHEDULE:** This position is designated as essential and will be required to report to the office during inclement weather. The manager will be issued a mobile device to manage day, evening, and weekend programming at various agency sites and access to an agency vehicle. This position will also be responsible for attending early morning, evening, and weekend events as assigned. Extensive travel required – Middle Peninsula counties, Peninsula and Hampton Roads cities correction facilities.

## **SUMMARY**

Performs social work, mobility case management and employment services for individuals and families served by the Hampton Roads Community Action Program (HRCAP), a regional Community Action Agency. This position involves serving as a subject matter expert, a coach that will utilize the Whole Family Approach model, counseling and assessing the needs of individuals and families, coordinating the provision of needed services, and maintaining case records (paper and electronic). This position is responsible for cross-training with other agency programs and services to ensure that individuals and families achieve self-sufficiency by providing services and connecting to various Service Provider Network programs and all local Departments of Social Services served by the HRCAP.

## **DUTIES AND RESPONSIBILITIES AS AN HR BUSINESS PARTNER AND TRAINING MANAGER** include the following:

- Deliver trainings and assessments at correctional facilities within the agency's coverage area.
- Provides tactical and strategic support and guidance to job seekers and agency staff.
- Maintains relationships with assigned business leaders and their respective labor markets to support the successful achievement of obtaining employment opportunities for those enrolled in agency programs.
- Manages the training and development function in identifying, designing, developing, and conducting workshops, seminars, to ensure effective learning of employment relations best practices.
- Teach job readiness and organizational development courses to enrolled individuals.
- Partner with vocational centers, colleges and universities to develop a pipeline for job seekers to obtain industry recognized credentials and/or apprenticeships.

- Create and deliver related HR presentations, soft skills development, competency-based assessments, to enrolled individuals and agency staff.
- Responsible for training solutions such as onboarding, capability training and leadership development.
- Expected to give presentations and must be comfortable speaking in front of large groups.
- Travel to worksites to observe, coach and train.
- Partner with leadership to address training gaps for customers and staff.

**ADDITIONAL RESPONSIBILITIES** include the following. Other duties within the scope of this position may be assigned.

- Manages intense caseload and coordinates internal and external services for assigned families. Assist clients in achieving self-sufficiency; assess needs of households and determines appropriate supportive services; meets with clients regularly, assigns clients to activities aligned with individual and household development plans.
- Determines eligibility for assistance and benefit levels using EmpowOR Client Management System.
- Establishes and monitors individual and household development plan goals through information and assessment of client background.
- Explains nature of temporary assistance benefit programs and determines reason and need for assistance.
- Explains client responsibilities, rights and program availability.
- Evaluates employability status of clients and explores potential Workforce Development Programs.
- Processes intake applications for necessary community resources and diversion.
- Coordinates and participates in out of office visits with family members and other professionals.
- Prepares referrals for families requiring assistance; collaborates with Service Provider Network and other agencies or professionals as needed.
- Maintains current listing community resources in empowOR.
- Prepares and maintains confidential case records and files; documents all interactions with clients by entering data into empowOR Client Management System.
- Prepares and completes various forms, reports, correspondence, case records, client activity reports, service plans, assessment instruments, needs assessments, purchase orders, invoices, applications, funding reports, charts, or other documents.
- Operates several technology tools (desktop, laptop, tablet, cellphone, hotspot, etc.) to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections.

- Utilize MS Office, empowOR Client Management System, e-mail, internet, other computer programs; performs basic maintenance of computer system and office equipment, such as replacing paper, ink, or toner.
- Communicates with supervisor, employees, other departments, clients, family members, companion aides, Newport News Human Services, government agencies, counselors, medical provides, law enforcement personnel, court personnel, attorneys, schools, Service Provider Network, professional colleagues, the public, and other individuals as needed to coordinate activities, review status of household plans, exchange information, or resolve problems.
- Operates a motor vehicle to conduct work activities.
- Performs general/clerical tasks, which may include answering telephone calls, entering data into computer, typing documents, making copies, sending/receiving faxes, filing documentation, or processing incoming/outgoing mail.
- Cross trained to support agency operations as directed by the supervisor. May be responsible for performing other program duties as the agency receives new programs/grants.
- Performs other related duties as directed by the supervisor.
- Represent the organization in professional, civic, and community groups as requested by the CEO.

**SKILLS REQUIRED** include the following. Other skills within the scope of this position may be assigned.

- Comprehensive knowledge of employment, vocational development, career development and personal development programs and techniques.
- Learning and Development.
- Knowledge of Adult Learning Styles with five years' experience in design, development, implementation, or evaluation of training and development products/programs, etc.
- Knowledge of Temporary Assistance to Needy Families (TANF), and other local resources and community service agencies.
- Comprehensive understanding of data systems, including tracking, reporting, monitoring, customer satisfaction, and evaluation.
- Ability to work independently, take initiative and be an effective team member.
- High-level communication and interpersonal skills a must.
- Exceptional time management skills with ability to multitask; ability to work well under pressure, prioritize workload, and meet tight deadlines.

## **SAFETY RESPONSIBILITIES**

Comply with all Federal, State and Local regulatory standards and procedures.

Abide by all HRCAP's Safety Policies, Rules and Regulations; maintain required trainings and certifications for the jobs and equipment to be used; and understand the potential safety hazards in the work area.

Ensure that applicable personal protective equipment is worn, in proper operating condition, and used for each job performed.

## **INFORMATION PRIVACY AND SECURITY**

This position will have access to confidential information and is required to be familiar with the HRCAP's Privacy Policy related to the handling of data and using encryption software to ensure data is secured at all times. Any data breaches are to be reported immediately to the Chief Operating Officer.

## **EDUCATION and/or EXPERIENCE**

- Bachelor's degree in human resources, social work, sociology, human services, psychology, or closely related field or four year documented professional experience.
- Experience in human resources, community services, VEC workforce services and/or training programs.
- Three to five years' experience in social work and demonstrated experience with case management of low-income individuals and families.
- At least six months of documented experience with program eligibility evaluation and determination. TANF and AMI experience preferred.
- Ability to use multiple software systems to include but not limited to: Office 365, Adobe, Asana, Zoom, Teams.
- Must possess and maintain a valid Virginia driver's license with applicable insurance to be provided when renewal occurs.
- Criminal record check, driving record and credit report may be required for employment
- Adept at networking, building relationships, and community engagement
- Ability to work across the organization to deliver solutions that meet internal and external objectives

## **CERTIFICATES, LICENSES, REGISTRATIONS**

Current state driver's license, proof of current auto insurance coverage, satisfactory driving record and working vehicle required. **Career Coaching, Workforce Development, or Adult Counseling certification.**

## **PHYSICAL DEMANDS**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



Lifting up to 30-50 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers, and files. Walking and standing are required only occasionally

## **WORK ENVIRONMENT**

There may be some unusual work environment characteristics associated with performing the essential functions of this position in the delivery of services to customers of the agency. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.



General office environment with some exposure to extreme atmospheric conditions (temperature, noise, fumes, dust, etc.)

**RECEIPT OF JOB DESCRIPTION**

I have received, reviewed and understand this job description. I further understand that I am responsible for satisfactorily performing the essential duties described in the job description. I understand the job functions may be changed from time to time. I will be able to perform the essential functions of this position with or without accommodation. I understand that if I will need an accommodation for this position, I will inform Human Resources and management of my accommodation needs.

Print Name \_\_\_\_\_

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_