



Nine Star Enterprises  
125 West Fifth Avenue  
Anchorage, Alaska 99501

**JOB TITLE: Work Services Specialists**

**JOB SUMMARY:**

Nine Star Work Services Specialists provides Alaska Temporary Assistance clients who are unemployed and under employed with the skills to obtain and retain employment, and overcome barriers. Work Services Specialist utilize a holistic approach to assist clients in achieving economic self-sufficiency while meeting and exceeding performance measures.

**MAJOR DUTIES:**

1. Implement principles of welfare reform and the work first philosophy.
2. Assess clients to obtain financial, employment, educational/training, family composition and status, support network, and other information to identify challenges and barriers to self-sufficiency.
3. Meets clients a minimum of once monthly as required.
4. Develops Family Self-Sufficiency Plans to direct the activities of clients in moving toward economic self-sufficiency.
5. Monitor clients to ensure they are achieving goals that lead to employment.
6. Establish, maintain and review client files as well as prepare data for required reports accurately and in a timely manner.
7. Identify and appropriately manage angry or hostile clients in crisis.
8. Refer clients to appropriate community resources for services that address and meet specific needs as identified.
9. Refer clients to training projects that will lead to a higher level of self-sufficiency.
10. Prepare for and attend case review hearings with clients.
11. Participate as a team member in weekly program staff meetings and other meetings as required.
12. Works with other Nine Star Work Services staff as a team to collaborate and meet the needs of all clients.
13. Maintain connectivity with DPA eligibility staff in serving client needs.
14. Make client work site and home visits as necessary.
15. Other duties as assigned

**QUALIFICATIONS FOR THE JOB:**

1. Possess a college diploma (experience may be substituted)
2. Have a minimum of one year related teaching experience
3. Proficient in the use of Microsoft Office and FileMaker Pro
4. Adept at working independently as well as with team members
5. Hold excellent customer service skills
6. Demonstrate effective oral and written communication skills
7. Able to organize and prioritize a variety of tasks
8. Work with minimal supervision
9. Able to coordinate multiple tasks and follow-up in spite of frequent interruptions
10. Maintain a professional attitude with enthusiasm and dependability
11. Exercise time management skills
12. Willing to take on new tasks with an eagerness to learn new skills
13. Flexible and willing to shift to new tasks when needed

**SUPERVISOR:** LEAD WORK SERVICES SPECIALISTS

**HOURS OF WORK:** Varies according to client needs and staff schedules

I have read and understood all requirements of this job description. I understand that this job description will be reviewed at each bi-annual personnel evaluation and a new job description issued when there are major changes to the above outlined duties.

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*Name, Work Services Specialists*

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*Name, Lead Work Services Specialists*

9/10/2011