

DACUM Competency Profile for California's One-Stop Career Center Front-line Staff

Produced For

California's One-Stop Task Force
c/o Office of Workforce Policy
800 Capitol Mall, MIC 77
Sacramento, CA 95814

August 6-7, 1996

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The One-Stop Career Resource Center is a partnership of service providers, who promote economic development with-in the community by providing; career counseling, job training, information/referral services, and employment opportunities for job seekers, and/or job providers.

Duties		Tasks			
A	Administer the Resource Center	A-1 Development & design of programs & special projects	A-2 Seek partners to share responsibilities & resources	A-3 Write grants	A-4 Develop contracts
		A-5 Manage budgets	A-6 Develop purchase/infrastructure plan	A-7 Edit & revise reports for compliance purposes	A-8 Provide staff training
		A-9 Develop/manage quality improvement process	A-10 Schedule & evaluate employees	A-11 Provide/participate in internal planning meetings	A-12 Provide lay-off aversion support to businesses
B	Manage Information Systems	B-1 Design data gathering/tracking systems	B-2 Develop/maintain electronic information resources	B-3 Survey schools for eligibility	B-4 Develop, implement & evaluate survey instruments
		C	Maintain a Secure Environment	C-1 Develop & implement a security plan	C-2 Develop & maintain a personal identification system
D	Provide Clerical Duties			D-1 Provide front-line customer service	D-2 Provide word processing
		D-5 Manage room scheduling	D-6 Develop & maintain filing system	D-7 Monitor & distribute library materials	D-8 Distributes mail
E	Market Services	E-1 Develop/implement a marketing plan	E-2 Recruit job seekers	E-3 Solicit employers	E-4 Coordinate employer/employee networking opportunities
		E-5 Participate in external meetings	E-6 Writes/prepare material for multi-media presentations		
F	Provide Information & Referral Services	F-1 Develop & provide various orientations	F-2 Provide/refer appropriate counseling needs	F-3 Refer to outside agency for basic skills training	F-4 Gather and post job listings
		F-5 Provide rapid response to businesses that are down-sizing			

G	Assessment of Customer	G-1 Assess eligibility of customer	G-2 Assess suitability for program	G-3 Assess barriers to employment	G-4 Assess basic skills
		G-5 Assess aptitudes of customers	G-6 Develop customized assessment for specific employers		
H	Management of Customer Activity	H-1 Assist with development of action plan for job seekers	H-2 Write case notes	H-3 Schedule activities for job, education training seekers	H-4 Assist in development of resumes
		H-5 Follow up client activities	H-6 Career counseling	H-7 Financial counseling/referrals for customers	H-8 Track supportive service funds for job seekers
		H-9 Coordinating an extension of unemployment benefits for training	H-10 Monitor students		
I	Provide/Develop Workshops In-House	I-1 Provide employment preparation workshops	I-2 Provide network/job club	I-3 Provide personal enhancement workshops	I-4 Provide consumer credit workshops
		I-5 Provide entrepreneurial workshops			
J	Development of Job Opportunities	J-1 Gather labor market information	J-2 Develop employer incentives	J-3 Cold-calling of employers	J-4 Contact established employers
		J-5 Develop job listings	J-6 Develop newsletter with job orders	J-7 Coordinate/attend job fairs	J-8 Provide job placement
K	Coordinate Training with Outside Providers	K-1 Develop customized training	K-2 Initiate on the job training agreements with employers	K-3 Monitor schools for appropriateness	K-4 Develop work experience, job internship opportunities
		K-5 Coordinate/provide job shadowing experience			

Equipment/Supplies

- Alarm system
- Audio visual equipment
- Brochures
- Bulletin boards
- Business cards
- Cam corders
- Career resource books/publications
- CD Rom
- Children play toys
- Clocks/timers
- Clothes closets
- Coffee machine
- Coffee/creamer/sugar
- Computers/software/lap tops
- Convention display set-up (wall)
- Copy machines
- Cupes - beverage
- Dollies/push carts
- Easels/flip charts/pads
- Fax machine
- First-aid station
- First-aid supplies
- Headsets-audio tapes
- Information library
- Information on marketing
- Instructional supplies (binders, etc.)
- Instructional videos
- Inter-net
- Kiosks
- Kitchen supplies
- Modems
- Newspapers/trade journals
- Overhead projectors
- Phone system (voice mail)
- Postage
- Printers - color
- Printers - laser
- Push carts
- Scanners
- Security doors
- Signs (entrance, exit, etc.)
- Telephones
- Typewriters
- VCR/TV or movie projector
- Vending machines - leased
- Video tapes - blank
- Wan/:an
- Water/ice/pitchers
- White boards (electronic printing)

Furnishings

- Book cases
- Cabinets/files
- Desks/desk chairs
- Lamps/lights
- Microwave
- Mini blinds
- Partitions
- Podiums
- Refrigerator

- Screens
- Tables/chairs
- Work stations

Future Trends & Concerns

- Break down historical stereotypes of "the way things have been done"
 - Career counseling baseline competencies
 - Clear guidelines for fee for service
 - Clear team roles & responsibilities
 - Clearly define terminology between partners
 - Clearly identify what business we are in
 - Clearly identify who the customer is
 - Create & sell the new vision "Buy in". Implement the goals (not just about it or point fingers)
 - Delineate job descriptions and/or tasks
 - Develop an ideal organization - follow Disney's model
 - Focus on what we do best & not try to be all things for all people
 - Identify & empower the key decision maker(s)
 - Identify competition & learn from them - offer partnership with them
 - Integrate funding changes into this total system so that no matter which funding source receives it, the whole system functions smoothly
 - Lack of coffee & free food for workshop participants
 - Make work place enjoyable
 - Need for cohesive marketing plan
 - Open communication & cooperation between One Stop leaders
 - Open to the evolutionary flow of the business & be ready to re-evaluate & re-plan
 - Paradigm shift to self service
 - Partnerships' core responsibilities
 - Redefine measures of performance for One Stop
 - Run One Stop more like a business & positive work environment
 - Share information minus the competition among outside agencies/PIQ
- Standardized forms
 - Standardization of salary ranges
 - Total systems approach from governance to production
 - Universal, integrated customer-focused, performance-based
 - Use data to understand the past and predict improvement in the future, but not to punish

Knowledge/Skills

- Analytical
- Assessment techniques (CVE)
- Budgeting
- Career counseling techniques
- Communication (verbal & written)
- Computer skills
- Crisis intervention techniques
- Critical thinking
- Customer service
- Decision making
- Interpersonal
- Knowledge of government regulations (JTPA ALSO)
- Knowledge of interview techniques
- Labor market knowledge
- Leadership
- Listening
- Marketing
- Marriage, family child counseling (MFCC certification)
- Negotiation
- Networking
- Organizational
- Prioritize work
- Problem solving
- Public relations
- Public speaking
- Referrals to agencies
- Statistical knowledge
- Teaching
- Team worker
- Time management
- Vocational knowledge

Office Supplies

- Badges for customers
- Binders/notebooks
- Calendars
- Diskettes
- Folders-file/presentation
- Forms (JTPA, EDD, etc.)
- High-liters
- Labels
- Manual - One-Stop regulations
- Manual - procedure
- Name plates for staff
- Name tags
- Paper clips
- Paper supplies
- Pencils/pens
- Post-its
- Push pins
- Scantron assessment tools
- Scissors
- Stackable trays
- Stapler/staples/staple remover
- Tape dispenser/tape
- Toner - copier/laser printers
- Transparencies

Worker Traits/Characteristics

Worker Traits/Characteristics

- Common sense - practical
- Confidential - trustworthy
- Detail oriented
- Directions follow/give (guide)
- Efficient
- Empathy - compassion
- Enthusiasm
- Flexible
- Focused
- Goal oriented - outcome based
- Initiative - ability to propose and follow through on ideas
- Lifelong learner
- Maturity
- Multi-task oriented
- Organized
- Patient
- Perseverance "Stick to intuitiveness"
- Responsive
- Resposnbile
- Self control - retain professionalism
- Self directed
- Self esteem
- Sense of humor
- Sympathy - understanding
- Team player
- Thrifty (can do a lot with little)