

## Navigator Onboarding Process revised March 8, 2021

Welcome aboard to our RochesterWorks! Youth Workforce Development System and Navigator Team! The Navigator Onboarding Process is designed to make it an easy, efficient, effective, and successful transition into the Navigator role by ensuring expectations are clear from the beginning.

### **Navigator Five Step Onboarding Process:**

**First Step:** Complete your agency's orientation to become knowledgeable of your agency's resources including colleagues you can connect and tap into their expertise to enable you to be successful in the youth workforce development arena. Utilize this as an opportunity to become better informed on available agency resources to assist our youth clients in meeting their educational and/or employment goals.

**Second Step:** Review and complete the following foundational tasks on the Navigator Resources webpage <http://www.rochesterworks.org/navigator-resources>

#### Under **New Navigator:**

- ✓ Complete OSOS WIOA Individual Access and Confidentiality Agreement 7-17
- ✓ Complete OSOS Cornerstones of Confidentiality Training
  - Once the above 2 have been completed and authorized by your Administrator, email agreement and certificate of completion to Bibiana Silvera-Portacio at [bspportacio@rochesterworks.org](mailto:bspportacio@rochesterworks.org) to establish your OSOS access.
  - OSOS will be accessible within 48 hours of submission of the 2 forms.
  - New York State Department of Labor (NYSDOL) will email you OSOS login details.
    - Check your SPAM/Junk email, as sometimes it shows in that folder
- ✓ Review Youth Works - A Workforce Development Model
- ✓ Review Attachment A: Key components in the Navigator role are:
  - Recruitment and presence in the community where youth frequent.
  - Documentation of communication with youth within 5 business days with OSOS data entry including adding achievement objectives, elements/services, and comment (SENSE Model).
  - Documenting meeting Performance Measures in OSOS while ensuring hard file supporting documentation is in place.

#### Under **Forms:**

- ✓ Review Individual Service Strategy (ISS)
  - ISS must be completed within 60 days of enrollment including assessment, goals, planned activities, and element(s) to be used
  - ISS is a guide and roadmap highlighting which of the 14 elements/services you will utilize to assist youth and to aid in minimizing barriers, so they can attain their educational and/or employment goals.
- ✓ Review Youth Packet
- ✓ Review Youth Tracking Report

#### Under **DOL Guidance:**

- ✓ View 20-minute Quality Case Notes video on SENSE Model

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- Print copy of (SENSE Model) for comments.
- Important: Utilize objective language by stating the facts versus subjective language stating opinions per SENSE Model.
- Importance of being specific and detailed in comments per SENSE Model.

Under **References/Resources:**

- ✓ Review 14 WIOA Elements (Services)
  - Gain an idea of type of services may be providing youth
- ✓ Review SENSE Model
- ✓ Review OSOS Desk Guide Draft

Under **Contacts:**

- ✓ Review Navigator Contact list including RW staff
  - Strongly encourage you to connect with the other Navigators.

**Third Step:** Per Navigator Model, our goal is to have a minimum of two Navigators per program. The idea is to have the more experienced Navigator with institutionalized knowledge to provide onboarding and OSOS training to the new incoming Navigator. If more Technical Assistance (TA) training is required, then schedule one-on-one OSOS/Youth Program Overview with *Bibianna Silvera-Portacio, Youth Program Specialist*, at RochesterWorks by connecting via email [bsportacio@rochesterworks.org](mailto:bsportacio@rochesterworks.org) or via phone at 585-258-3500 ext 3505.

- Completed OSOS Cornerstones of Confidentiality Training ahead of time and reviewed Navigator Resources webpage resources outlined above to gain foundation that we can build upon at RochesterWorks!
- At this time, all your questions can be answered on resources reviewed.

**Fourth Step:** Complete Newsletter Sign up on <http://www.rochesterworks.org/> to receive RochesterWorks newsletter on all upcoming job fairs, Recruiting 'Round Rochester and other events.

**Fifth Step:** Participate in free and low-cost available community training as professional development opportunities such as free RochesterWorks Career Centers workshops (Goodman or Waring Rd) offered on resume writing, resume critiquing, interviewing, recognizing career/ industry interests and other workshops of interest to build your skill set and knowledge. This is key to assist our youth to attain their educational and/or employment goals while helping to minimize barriers by connecting, developing, and managing relationships and communication within community partners/systems. Please check out the RochesterWorks! website for information on workshops at <http://www.rochesterworks.org/>

Under **New Navigator**

- ✓ Review Navigator Process-Workshop Registrations and Cancellations for RochesterWorks! College Ave Career Center (RWCC College Ave) or RochesterWorks! Waring Rd Career Center (RWCC Waring Rd) workshops

Welcome aboard and enjoy the journey of making a difference in the life of our youth!  
*Antwan Williams, Director of Youth System Services*