



Tri-County Council for Southern Maryland Position Description

Job Title: Able Bodied Adults Without Dependents (ABAWD) Workforce Navigator

Reports To: Career Services Manager

Grade and Salary Range: Grade 14, Step 5 – 6: \$58,428 - \$59,513

FLSA Classification: Non-Exempt

Prepared Date / Updated Date: March 2026

About the Program / Grant:

The Workforce Development Division of the Tri-County Council for Southern Maryland (TCCSMD) provides high quality workforce development services to strengthen the regional economy and is the bridge between understanding the talent development needs of local and regional businesses and preparing individuals to meet their full career potential.

This position is funded through the ABAWD Workforce Navigator Pathway Program, which provides high-touch, individualized support to SNAP Able-Bodied Adults Without Dependents (ABAWDs) who must meet new federal work requirements. Many ABAWDs face significant barriers to navigating the workforce system, accessing training, and securing employment.

The program is designed to fill gaps in the statewide SNAP Employment & Training (E&T) contract by providing direct, hands-on support that enables participants to comply with federal work requirements, enroll in training, coordinate transportation and childcare, and address barriers that might prevent successful workforce participation.

This is a grant funded position that may end on 3/31/2028.

Position Summary:

The Workforce Navigator will work within DSS offices to provide direct, individualized support to ABAWD participants. This role is responsible for guiding participants through workforce requirements, connecting them to training and employment opportunities, and ensuring successful transitions from benefits to employment.

The ideal candidate is proactive, highly organized, and committed to improving workforce outcomes for underserved populations.

Essential Duties and Responsibilities:

Participant Engagement & Navigation

- Provide individualized case management and hands-on support for ABAWD participants
- Conduct intake assessments, develop employment and training plans, and monitor progress
- Assist participants in completing forms, enrolling in training, and accessing supportive services

Compliance Support

- Ensure participants meet the 80-hour/month work requirement through employment, training, or approved activities
- Monitor participation to prevent benefit loss and maintain accurate documentation

Barrier Removal & Support

- Identify and address barriers such as transportation, childcare, housing instability, or other obstacles
- Provide real-time problem-solving and guidance to ensure consistent engagement

Training & Career Pathway Support

- Connect participants to high-demand short-term credential programs and pre-apprenticeships in sectors such as:
 - Healthcare (CNA/GNA)
 - Transportation (CDL-B)
 - Skilled trades (HVAC, construction)
 - Logistics, hospitality, and other priority industries
- Support program enrollment, completion, and job placement

Partnership & System Coordination

- Collaborate with DSS offices, training providers, the College of Southern Maryland, WIOA partners, SNAP E&T vendors, apprenticeship sponsors, and local employers
- Provide the necessary and timely participant documentation to enable WORKS data entry to be completed by LDSS staff
- Ensure smooth communication, efficient case coordination, and effective transitions between services

Employer Engagement

- Build and maintain relationships with local employers to identify job opportunities aligned with participant skills and training
- Support job placement and early retention

Data & Performance Tracking

- Track participant engagement, training completion, and employment outcomes
- Maintain detailed case management notes

- Contribute to grant reporting requirements and program evaluation

Supervisory Responsibilities: None

Knowledge, Skills, and Abilities:

- Exceptional interpersonal and communication skills with the ability to establish rapport and build relationships with diverse stakeholders.
- Self-motivated, tenacious, and results-oriented, with a proven track record of meeting or exceeding targets.
- Strong organizational skills, with the ability to manage multiple projects and priorities simultaneously.
- Proficient in Microsoft Word, Excel, and Outlook; experienced with databases, data entry, and electronic file management. Able to learn new systems quickly, generate reports, and troubleshoot routine technical issues while maintaining accuracy and confidentiality.
- Knowledge of Southern Maryland community, employment, and labor market trends.
- Strong time management skills necessary.
- Ability to work in a rapidly changing environment.
- Ability to demonstrate the Southern Maryland JobSource core values in the performance of position duties. Our values include accountability, respect, integrity, responsiveness, and knowledge.

Required Qualifications

- Bachelor's degree in psychology, human services, public administration, or related field (or equivalent experience)
- 2–3 years of experience in workforce development, case management, or related fields
- Experience working with populations facing barriers to employment
- Strong organizational, communication, critical thinking, and problem-solving skills

Preferred Qualifications

- Familiarity with SNAP E&T programs and ABAWD work requirements
- Experience navigating public social services or workforce systems
- Knowledge of regional labor market trends and high-demand industries

Work Environment:

Work is performed primarily in an office setting. Work may require frequent travel to off-site locations for meetings and events. The ABAWD Navigator will work from DSS offices throughout Southern Maryland.

Physical Demands:

The position requires the ability to operate standard office equipment and keyboards. Must have the ability to lift and carry up to 50 pounds and to walk short distances. Position may require use of a motor vehicle.

Conditions of employment:

- Must have a valid driver's license and daily access to a vehicle.
- Must successfully complete a pre-employment background check,
- Ability to work evenings and weekends as required.

This position is open until filled.

The salary range for this position is \$58,428 to \$59,513. Starting salary based on education and experience. Tri-County Council for Southern Maryland offers a collegial work environment, exciting opportunities for professional growth, and generous benefits, including 10 days of Annual Leave per year; 15 days of Sick Leave per year; 6 Personal Leave days per year; health, vision, prescription, and dental benefits; Term Life Insurance and AD & D; Short-Term/Long-Term Disability; Access Perks, an employee discount program; and a 401(k) plan with a 6% employer match, eligible after 6 months of employment.

Apply Online at: <https://tccsmd.org/work-with-us/>

Affirmative Action / EEO Statement

The Tri-County Council for Southern Maryland is an equal opportunity employer. We do not discriminate in employment opportunities or practices on the basis of race, color, religion, creed, sex, national origin, ancestry, age, marital status, physical or mental disability, sexual orientation, gender identity or expression, veteran status or any other characteristic protected by federal, state, or local law.