

Job Title: Career Development Advisor

Location: Picknelly Adult and Family Education Center (PAFEC) and other community locations. On site at CareerPoint (CP) approx. one half day per week.

Shift: A combination of day and evening hours, depending on program need. 3 evenings per week are required. 30 hours/week total with additional hours possible if grant funds increase.

Salary: \$22 per hour plus CareerPoint benefits

Reports To: CareerPoint VP of Programs and Services (Administrative Supervisor) and Assistant VP of Adult Education & Workforce Development (HCC Program Supervisor)

Prepared Date: 8/2/18

SUMMARY

Funded by the Massachusetts Department of Elementary and Secondary Education (DESE) for the Holyoke Juntos Collaborative, this position serves both the grant lead agency, Holyoke Community College (HCC), and the position host agency, CareerPoint.

The overall purpose of the position is to offer services that bridge the Adult Education (AE) and Workforce Development (WD) systems by providing career and educational counseling services to 3 HCC programs: HCC Adult Learning Center (ALC), a high school equivalency (HiSET/GED) preparation program; and Integrated English Literacy/Civics Education programs in English for Speakers of Other Languages (ESOL)/Culinary-Hospitality and ESOL/Nurse Aide.

These programs serve adult immigrants and refugees by providing integrated ESOL and career training leading to industry-recognized credentials. In addition to determining students' prior employment experiences, interests and values to inform career, educational, and other next steps related to individual goals, the Career Advisor helps students problem-solve various issues such as housing, health, transportation and day care. The Career Advisor tracks student retention and intervenes to keep students engaged in their education, and promotes a culture of career awareness, educational success, and civic engagement at HCC programs. All responsibilities are carried out in collaboration with HCC Instructors and Directors, as well as other HCC and CP staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

CareerPoint Expectations of all Employees:

- Actively supports through task and attitude, the priority CareerPoint places on exceptional customer service for both internal and external customers
- Strives at all times to make customers feel welcomed and comfortable and provides accurate information to meet customer needs.
- Exhibits professionalism by attendance, punctuality, appearance, demeanor and the willingness to go beyond the normal job expectations.
- Generates ideas to make assigned programs and host agencies the best they can be for customers and staff

- Facilitates and participates on cross-agency and/or cross departmental teams and meetings as needed and appropriate
- Have fun!

Specific Duties of this Position:

- Works with all program and community partners to identify prospective candidates.
- Recruits and screens applicants to Integrated ESOL training programs, coordinating and documenting ESOL assessments, CORI/SORI background checks, and oral and written interviews to determine eligibility based on skill level, motivation and readiness.
- Provides one-on-one career assessment, development, planning, community referral, and counseling services to a diverse population.
- Guides students' development of individual student career plans and maintains individual education and career files.
- Serves as liaison between CP and community AE programs and serves as a resource to other Career Advisors at partner programs in the Juntos Collaborative.
- Facilitates job search and career management workshops such as career exploration, goal setting, job search, and other related topics as needed.
- Stays abreast of Labor Market data and resource tools with emphasis on growth industries offering career ladders and sustainable wages
- Guides learners into placement in occupational training programs, Transition to College programs, or college courses in relation to student-identified career and educational goals.
- Provides one-on-one assistance with completion of job application forms, resume writing, preparation of cover and thank-you letters, and interview techniques.
- Maintains walk-in resource materials for students and community members.
- Compiles appropriate student/community member data for reporting and assessment purposes by HCC, CP and their partners and maintains individual education and career files.
- Provides, collects, and analyzes evaluation forms completed by students related to educational and advising services
- Coordinates and communicates student progress with instructors, working with the ALC team to relay student information to staff on a daily basis and attending weekly staff meetings.
- Tracks student retention and intervenes to keep students engaged in their education.
- Follows and maintains working partnership with the Massachusetts Rehabilitation Commission, meeting Federal Workforce Innovation and Opportunity Act (WIOA) requirements and protocols
- Performs other duties as assigned

EXPERIENCE AND SKILLS

- Bilingual Bicultural English/Spanish strongly preferred
- Bachelor's degree in Counseling, Psychology, or closely related field OR an equivalent combination of education, training, and experience
- Recommended at least two years of experience and/or training involving career counseling, recruitment, or counseling, with demonstrated outcomes in job placement.
- Develops and maintains excellent working relationships with co-workers and customers from diverse backgrounds and agencies/institutions
- Ability to be sensitive to, understand, and respect customer and staff confidentiality issues.
- Ability to handle multiple workloads in a fast paced environment.
- Demonstrates ability to set priorities and manage time in order to maximize productivity
- Excellent communication skills – both oral and written
- Ability to keep abreast of changes & trends via written materials and/or in-person meetings

- Ability to work independently and as a member of a team
- Generates ideas to make CP a better place for customers and staff
- Technology proficient, able to manage workload using Microsoft and other common applications.
- Ability to travel using personal vehicle (CP will reimburse for mileage)
- Functions in a manner consistent with CP's and HCC's missions and goals