



Holyoke Community College

ESOL Career Development Counselor (In person/Hybrid)

SALARY	\$32.64 Hourly	LOCATION	Holyoke, MA
JOB TYPE	Part-time, Non-Benefited	JOB NUMBER	NB-25-17
DIVISION	Business & Community Services	OPENING DATE	08/01/2024
CLOSING DATE	8/16/2024 11:59 PM Eastern		

Holyoke Community College is housed on a multi-million-dollar, 135-acre campus, equipped with state-of-the-art technology in specialized learning facilities. HCC serves over 9,000 students annually, and provides a variety of recreational and cultural activities, from sports programs to music festivals, for students and community members alike. The college's strongest assets continue to be an innovative spirit, a sincere concern for students and a commitment to strive for even greater success. These are the values which have created a tradition of excellence spanning more than six decades, and which are enabling Holyoke Community College to meet today's challenges.

Provide educational and career counseling and case management services to ESOL students in grant-funded, non-credit programs. Support student persistence and achievement of goals, and collaborate with instructors in accordance with ESOL advising curriculum to provide classroom workshops aligned with student needs. Collaborate with assigned case managers, partner agency staff, and other support networks. Support students with development of basic technology skills and troubleshooting, enabling participation in class.

Career Development Counselor should be available at the time classes meet:

- Mondays, Tuesdays, Wednesdays, Thursdays 5:30-8:30pm
- Team meetings Wednesdays 4-5:30 (by Zoom).

1. Approaches students through asset-focused lens, noticing the strengths they bring to the program and building on those strengths. Develops strong relationships, trust, and proactive communication with all students on case-load.
2. Supports students in achieving strong engagement in class, attendance, and persistence over time through regular follow-up, needs assessment and connection to resources, and communication of program expectations.
3. Provides one-on-one career assessment, development, planning, and career advising services to a diverse population at off-campus adult learning centers.
4. Conducts workshops and group advising on career exploration, goal setting, job search, and other career-related topics as needed.
5. Collaborates effectively with other career development counselors, ESOL instructors, and other program staff to provide an integrated teaching and advising services to assist adult learners in identifying, planning for, and attaining career and educational goals.
6. Works with participants to develop a career plan with pathways to future advancement.
7. Uses industry career maps and career pathways into select high-growth industry sectors in providing career services that include using computerized and print resources for exploring careers, identifying relevant training programs, preparing program applications, and seeking financial assistance.
8. Collaborates with One-Stop Career Center to promote career-related workshops.

9. Makes referrals to appropriate agencies (educational, training, employment, etc.)
10. Maintains walk-in resource materials for students and community members.
11. Compiles and analyzes appropriate student/community member data for reporting and assessment purposes by Holyoke Community College, Springfield Technical Community College, and our partners.
12. Collects student outcome information related to Department of Elementary and Secondary Education Adult Basic Education guidelines, including follow-up data post-exit.
13. Provides basic technology trouble-shooting and support to students: use of chromebooks, Zoom, Canvas, HCC email, and class tools (i.e. online textbook supplements).
14. If possible, provides support in Haitian Creole, Spanish, Portuguese or another language spoken by students.
15. Collaborates with ESOL instructors, other job placement/career development counselors, and program directors as part of a creative team, finding opportunities for further development and continuous improvement of programs.
16. Performs other duties as assigned.

REQUIRED:

- Bachelor's degree in Counseling, Education, Human Resources, or closely related field, or an equivalent combination of education, training, and experience; excellent interpersonal skills;
- Excellent interpersonal skills;
- Proficiency in Microsoft Word and Excel;
- Good verbal and written communication skills;
- Experienced team player with the ability to also work independently;
- Knowledge of the basic work skills required by employers;
- Understanding of the barriers faced by low income populations, immigrants and refugees, and adult language learners;
- Ability to work effectively and flexibly with a diverse faculty, staff, and student body;
- **Ability to deliver services and instruction in online, hybrid, and in-person formats.**

EQUIVALENCY STATEMENT: Applicants who do not meet the minimum requirements are encouraged to put in writing precisely how their background and experience have prepared them for the responsibilities of this position.

PREFERRED:

- Bilingual in English and another language spoken by our students; (Arabic, Spanish, Turkish, Portuguese, Vietnamese or Russian preferred);
- Master's degree in related discipline;
- Demonstrated outcomes in program recruitment and/or job placement;
- TESOL experience or certification. TABE CLAS-E or BEST Plus certified.

Part-Time, MCCC Unit position

In Person and Hybrid, Evening; Multiple positions, part-time, non-benefited, with in-person and remote responsibilities in Holyoke, Springfield, or West Springfield areas

Compensation: \$32.64/hour; no benefits

Hours: 15 hours/week. Position runs until early June 2025, with possible extension into subsequent academic years.

Funding Source: Grant

- All candidates must have legal authorization to work in the United States. HCC is not sponsoring H1B Visa.

- Pre-Employment Background check, including Criminal History will be conducted for all positions.

Holyoke Community College is an affirmative action/equal opportunity employer and does not discriminate on the basis of race, color, national origin, sex, disability, religion, age, veteran status, genetic information, gender identity or sexual

orientation in its programs and activities as required by Title IX of the Educational Amendments of 1972, the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Title VII of the Civil Rights Act of 1964, and other applicable statutes and college policies. The College prohibits sexual harassment, including sexual violence. Inquiries or complaints concerning discrimination, harassment, retaliation or sexual violence shall be referred to the College's Affirmative Action and/or Title IX Coordinator, the Massachusetts Commission Against Discrimination, the Equal Employment Opportunities Commission or the United States Department of Education's Office for Civil Rights.

Agency

Holyoke Community College

Address

303 Homestead Ave.

Holyoke, Massachusetts, 01040

Phone

(413) 552-2554

Website<http://hcc.edu>**ESOL Career Development Counselor (In person/Hybrid) Supplemental Questionnaire*****QUESTION 1**

Do you have at least a Bachelor's degree in Counseling, Education, Human Resources, or closely related field, or an equivalent combination of education, training, and experience?

- Yes
 No

***QUESTION 2**

Have you demonstrated strong written and interpersonal communication and technology skills?

- Yes
 No

***QUESTION 3**

Are you able to deliver services and instruction in online, hybrid, and in-person formats?

- Yes
 No

***QUESTION 4**

Do you have an understanding of the barriers faced by low income populations, immigrants and refugees, and adult language learners?

- Yes
 No

* Required Question