

Workplace Success Training Facilitator/Career Coach– (In-Person)

Reports to: Deputy Director, Employment Services

Description:

Full-time position

**** Hours are Mon–Fri from 9 a.m.–5 p.m.**

St. Nicks Alliance Workforce Development provides comprehensive workforce services leading to employment and a career ladder for unemployed and under-employed community residents. We are currently seeking an experienced Job Readiness Workshop Facilitator for our employment service unit of our Workforce Development Division. The **Workplace Success Training Facilitator/Career Coach** will support Job Club, Bilingual Financial Services training, Customer Service Training with Career Coaching and Workplace Success Job Readiness Facilitation. This position supports the Jobs to Build on (JTBO) employment services contract, the UnidosUS bilingual financial services training and the Bank of America customer service training.

This position will be delivering workplace success job readiness training and career coaching services to unemployed and low-wage working adults who are seeking employment and skills training services. This position is intended to provide program participants with the training and resources they need to acquire basic employability training to be competitive in the job market.

DUTIES INCLUDE:

- Facilitate weekly program info sessions, Job Club workshops, and Job Readiness Workplace Success workshops. Administer the TABE test at info sessions.
- Must utilize all funder systems/platforms including Quickbase, Outcomes, and St. Nicks Alliance ETO database to enter program data and outcomes in real time.
- Enter all participant data and files (resume, cover letter, copies of certificates, TABE Test) and progress notes in Employment to Outcomes (ETO) database in real time.
- Conduct one-on-one and group interviews, assessing participants' education and work history, need for support services, career preferences, and barriers to employment.
- Responsible for 50% of the First Job Unit annual enrollment, recruitment, placement, and retention goals. (20 Job Club enrollments and placements, 10 customer service, 30 financial services enrollments, and 18 financial services placements)
- Handles an active case load of up to 50 current Job Club, Customer Services, and Financial Services participants and an alumni retention caseload of up to 60 at any given time.
- Follow up with previous cohorts with job/career retention outreach to recent grads and alumni and support quarterly alumni events for the employment services divisions.

- Ensure all participants are job ready prior to completion of the program and have an updated resume completed during your job readiness training.
- Assist with in house recruitment or outside networking events.
- Develop and maintain strong employer partnership relationships for guest speaker sessions and job placement for all employment services programming.
- Develop a career plan for every employment services participant.
- Provide career coaching to students while enrolled in all phases of the program: training, job search, and post placement. Coaching should focus on strategies to help students improve their income and advance in their careers on a career path track.
- Ensure that students' folders are complete including copies of identification, documents and case notes.
- Case and career coaching notes need to be updated regularly for active cohorts (minimum two per month) with any status change including: not complying with program rules and regulation, obtained employment, refused employment, missed interview for potential employment, did not return to the program after numerous attempts of contact.
- Make appropriate referrals to address barriers: educational (HSE), child care, and other outside supportive services resources.
- Monitor, document, and follow up on students' attendance
- Secure documentation verifying employment. i.e. pay stubs as required and ensure in the participant folder.
- Timely record keeping and quality assurance for compliance with the requirements of various funding sources.
- Perform other tasks in support of St. Nicks Alliance as directed.
- Be available to work some evenings and occasional weekends.

Qualifications:

- Bachelor's degree in Psychology, Social Work, Education, Human Resources or related field preferred and 2 years of experience in social service organizations
- Extensive Case management experience in a Non-Profit, Social Services, Workforce Development or related environment.
- Minimum of 6 months of Workshop Facilitation for Instructional and/or Workplace Success Job Readiness/Essential Skills Training.
- Job Development Experience and Career Coaching experience is a plus.
- Excellent organizational and interpersonal skills
- Strong communication, data entry, computer, writing, and time management skills.
- Database experience is strongly preferred.
- Knowledge of community resources and counseling with high risk populations
- Ability to motivate others towards achieving goals
- Ability to work independently with a strong sense of focus, task-oriented, non-judgmental, clear sense of boundaries.

- Ability to collaborate across the Workforce Development Unit and the Skills Training team.
- Strong sense of and respect for confidentiality involving both clients and fellow employees
- Ability to work with culturally-diverse individuals.
- Bilingual Spanish is a plus.

Salary

\$27-\$30/hour based on experience

How to apply

Please submit a thoughtful cover letter and resume to snaworkforcehr@stnicksalliance.org with the job title in the subject line.

Visit www.stnicksalliance.org to learn more about the organization.

Please no phone calls.

St Nicks Alliance is an Equal Opportunity Employer.