



JOB DESCRIPTION

CAREER DEVELOPMENT SPECIALIST

TITLE: Career Development Specialist
REPORTS TO: Program Director
PROGRAM: Programs

EXEMPTION STATUS: Hourly
LOCATION: Morningside
PREPARED: March 2023

JOB SUMMARY:

Thomas House empowers unhoused families with children to become independent and self-sufficient. The Career Development Specialist will support our families with workforce readiness services and programs, in an environment of dignity and respect. Our team works to develop a career path with job opportunities appropriate for each client. This is achieved through a dedicated staff and an army of volunteers who step in to guide the entire transition process. This process includes Peer Job Search Strategies, linkage to Career and Job Training, Resume building and review, Job Placement, and Professional Wardrobe. The greatest measure of their success is hearing a client say, "I got the job!" As a Career Navigator, you will create an individual employment plan and execute continuous follow-up with current residents and graduates. You will conduct yourself as a professional ambassador of our Program, network with outside partners, agencies, and employers to promote all Thomas House programs and services to assure successful client placement. Responsibilities include, but are not limited to the following:

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Job Placement and Career Services:

- Determines each individual's level of need by identifying vocational strengths, interests, aptitudes, and barriers to employment through assessment and discovery activities.
- Develops comprehensive and individualized plans for service that include measurable goals and objectives that will result in optimal employment outcomes for individuals served.
- Functions on internal and external teams to deliver seamless services to individuals and ensure that positive relationships are maintained with referral sources, other staff, individuals served, employers, and related stakeholders.
- Schedules individuals for but not limited to, developing resumes and applications, identifying job leads, practicing interviewing skills, negotiating job offers, and identifying and arranging accommodations.
- Guides individuals in job search by introducing and helping them access available resources including networking with employers, job fairs, workforce development and private job listings, and relevant labor market data.
- Develops and maintains new and existing employer relationships by understanding hiring needs and trends. Provides resources to employers regarding tax incentives, accommodations, and applicable hiring laws when pertinent.
- Engages in business development activities on a regular basis including active participation in internal and external job placement professional groups, networking events and advisory groups as assigned.
- Coordinates, refers, and supports education or industry training for individuals served as identified in the individual's plan for services.

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Retention and Support

- Provides advance preparation assistance for individuals served, from the time of placement, to create a supportive and successful foundation for the initial phases of employment.
- Coordinates communication with employers as needed to ensure appropriate job supports, accommodations and employment progress.
- Facilitates all follow up and retention activities with individuals as determined by their plan, preferences and needs on an ongoing basis.
- Reviews career advancement and job growth strategies when relevant.

Case Coordination

- Coordinates all placement and retention activity with referral sources, ancillary service providers, internal team members and other identified stakeholders.
- Provides comprehensive updates and follow-up with individuals, referral sources and/or interdisciplinary team members (as required by funding source or program) regarding progress achieved by individuals being served.
- Identifies, and shares information with Thomas House Case manager for community/support services for barriers outside of work which are impacting the individual's success in job search or the workplace.

Documentation

- Maintains all individual program files in accordance with applicable procedures, policies, requirements and laws.
- Completes all program reports within established timelines and in accordance with applicable program requirements.
- Enters information into the designated database or other systems and maintains organized information regarding caseload or program outcomes, trends, and other requested information to measure program success.
- Coordinates and tracks other pertinent ancillary information that impacts an individual's services as needed or assigned.
- Disseminate and collect feedback and/or satisfaction information for individuals in the programs for submission to appropriate reporting systems.
- Completes and submits time and expense reporting information by established deadlines.
- Submits billing information and relevant documentation by established deadlines.
- Maintains accurate, neat, and complete records in accordance with program requirements.

OTHER DUTIES

- Attend New Client Orientations; Programmatic and Organizational Staff meetings, both on and/or off site.
- Work with Program staff and volunteers to identify opportunities and develop and share job leads.
- Ability to work with other departments to identify opportunities for collaboration on corporate partnerships, clothing drives and donor relations.
- Able to flex schedule to accommodate programmatic needs.

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- Able to maintain scheduled appointments with individuals, peers, and Case Manager.
- Participate in staff meetings, required trainings and other programs as requested.
- Assist with program evaluation.
- Participate in development and coordination of special assignments and programs.
- Commitment to maintaining scheduled appointments with individuals, peers, and specialists.
- Models appropriate behavior in line with the Thomas House core values.
- Represents Thomas House in a professional manner.
- Performs other duties as assigned.
- Assumes conformance with Thomas House policy, procedures, and applicable Employee standards.

KEYS TO SUCCESS:

To excel in this role, you will bring a service-oriented approach and identify opportunities to assist our unhoused resident with overcoming barriers to employment. Go above and beyond to ensure the unhoused residents receive the support they need to succeed, including:

- Put the individual first, identifies their needs and helps them navigate their way to success.
- You'll need to collaborate with various personalities to get your job done. This will require outstanding interpersonal skills as you adapt your approach to effectively communicate with individuals, partners, and volunteers; you'll also showcase the utmost diplomacy and trust as you'll be dealing with the inherent personal sensitivities of helping individuals overcome personal barriers.
- You'll need to balance time and work with many different individuals on their goals, juggling different priorities while at the same time flowing with the many changes we incur as we constantly adjust to meet the needs of our veterans.

ESSENTIAL KNOWLEDGE, SKILLS, AND ABILITIES:

- Must be a results-oriented individual with the ability to motivate and inspire self and others.
- Excellent facilitation and presentation skills.
- Ability to type a minimum of 40 wpm or more accurately and operate standard office equipment.
- Computer literate and able to use Microsoft Office, Excel, Word, data base applications and the internet.
- Ability to read, write, analyze, and interpret information while demonstrating excellent verbal and written communication and language skills.
- Ability to make civic, social and business contacts.
- Well-developed interpersonal, and relationship building skills.
- Bilingual English/Spanish highly desirable
- Demonstrate excellent verbal and written communication skills required.
- Demonstrate high level of proficiency in web-based systems, real-time communication systems (i.e. chat), MS Access, MS Word, Excel, and PowerPoint. Skills test may be required.
- Flexibility regarding assigned work hours and location.
- Personal vehicle in good operating order and available for travel in and around town.
- Valid driver's license and automobile insurance.
- Ability to handle and maintain confidential information.

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- Must be able to accept directives; uphold programmatic procedures and protocol; work well under challenging circumstances; and adjust well to change; able to communicate issues and concerns, as well as suggestions to the Director.
- Frequently communicate with donors and volunteers who have inquiries about the organization's mission and services. Must be able to exchange accurate information in these situations.
- Excellent professional boundaries.
- Effective and professional networking and relationship management skills.
- Professional verbal and written communication skills (English).
- Strong interpersonal, analytical, and time management skills.
- Ability to accomplish goals and produce valuable results with minimal supervision.
- Ability to handle multiple projects simultaneously while maintaining creativity and strategic thinking and continuing to meet or exceed goals.
- Ability to work independently and as part of a team.
- Ability to work well with people from diverse backgrounds with varying degrees of experience.
- Submit to a background check, drug screen and driving record check.

PHYSICAL REQUIREMENTS OF THE POSITION:

- Able to remain in a stationary position (both sitting and standing) 50% of the time or more.
- Able to move about inside the Career Center to access file cabinets, greet individuals and volunteers, etc.
- Able to move, traverse – move to access documents, files, supplies, etc.
- Able to lift and carry up to 20lbs.

EDUCATION, EXPERIENCE AND/OR LICENSES:

- College credential, Bachelor's Degree preferred, in human service area of study coupled with a minimum of two years related experience including sales/marketing, recruitment and/or job coaching.
- Extensive related experience may be accepted in lieu of degree.
- Varied and relevant work experience and knowledge of community resources.
- Prior military and or professional nonprofit experience a plus.
- Experience gathering and maintaining confidential client records, including intake paperwork, case notes, and client management system data entry.

Compensation:

\$22.00- \$24.00 per hour. This full-time position is eligible for medical, dental, and vision coverage up to 100% coverage on a base plan for the employee as well as generous paid holiday, sick, and vacation leave. A 401k retirement savings plan is available after eligibility period. Life insurance and additional supplemental benefits are also offered. Public Service Loan Forgiveness Program eligibility by working at Thomas House.

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APPLICATION PROCESS:

Submit resume and salary history to Info@ThomasHouseShelter.org . You will be contacted should you be selected for an interview. No calls, please.

For more information about Thomas House, visit www.ThomasHouseShelter.org

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