



JOB OPENING

Job Title: CAREER COUNSELOR
Department: Operations
Reports To: Lead Career Counselor
Classification: Non-Exempt
Location: New Bedford Career Center

SUMMARY

A Career Counselor must successfully provide comprehensive case management to assigned individuals, some with multiple barriers to employment, utilizing various career assessment, planning and related tools and activities. A Career Counselor will work collaboratively with the Career Advisor and Business Services staff assisting in arranging for interviews; monitor participant performance throughout workforce programs and counsels participants so that all programmatic metrics are successfully met. This position will assist training instructors in the collection of program materials; refer qualified participants to employers and conduct necessary follow-up.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Provide comprehensive case management and career counseling services to participants, including assessments, resume, interview and employment preparation.
2. Assist participants in determining the appropriate career pathway by analyzing their skills, interests, and aptitudes.
3. Researching and developing industry knowledge in key occupations in order to ensure effective matching of candidates to available positions.
4. Counsel participants in career planning and job search strategies while facilitating the creation of viable long term career goals.
5. Work with Business Services staff to support enrolled participants' with job search efforts.

6. Conduct mock interviews and assist participants with the creation of resumes and cover letters.
7. Develop partnerships with employers and with education and training providers, to facilitate delivery of program services and assure positive outcomes for participants.
8. Follow-up with existing participants to assess their job seeking, resume writing, and interview progress.
9. Following up with individuals regarding job interviews and employment status.
10. Maintain participant records to include eligibility documents, assessment forms, referral logs, case notes and other data required by the funding source.
11. Ensuring the integrity of data is recorded accurately, factually and correctly reported, documented and entered into appropriate databases.

SUPERVISORY RESPONSIBILITIES

Responsible for own work. Not normally required to direct or supervise other personnel, but may occasionally instruct or show another employee how to perform the work.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Innovative, enthusiastic, problem solving aptitude
- Experience in training, counseling, and/or case management
- Ability to work with and support a diverse customer base
- Ability to motivate, establish and support individuals
- Commitment to assisting low income and disadvantaged individuals in overcoming barriers to achievement and success in their personal and work lives
- Excellent verbal, presentation and written communication skills

EDUCATION and/or EXPERIENCE

Bachelor's degree or equivalent majoring in Human Services, Education or Business Management and/or three years of related experience and/or training; or equivalent combination of education and experience.

COMPUTER SKILLS

The ability to understand more advanced computer skills and be proficient Microsoft Word, Excel, and PowerPoint. Willingness to master appropriate data and case management systems.

OTHER SKILLS AND ABILITIES

Multilingual preferred

Preference given for training in Professional Accredited Resume Writer (PARW)

To apply:

Submit Cover Letter and Resume to:

Donna DeMattia, Manager, Human Resources

ddemattia@workplace.org