



SKILLS . JOBS . CAREERS

Position: *Career Navigator*
Position Class: *Learned Professional*
Reports to: *Secure Jobs Lead Career Navigator*

Salary Grade: *3*
Supervises: *N/A*
FLSA: *Exempt*

JVS is a non-profit, non-sectarian agency. Our mission is to empower individuals from diverse communities to find employment and build careers, and to partner with employers to hire, develop and retain productive workforces.

JVS provides a broad range of services including adult education, skills training, job readiness training, job placement and support, and access to post-secondary education. JVS assists employers in their search for well-qualified job applicants and their initiatives to upgrade the skills of their incumbent workforce.

Position Summary: Secure Jobs Partnership is a regional collaboration aimed at demonstrating a replicable model for connecting homeless families to career ladder employment and for improving coordination of services among the local housing/homelessness and workforce development systems.

The Career Coach is responsible for developing strong job leads, providing high quality career counseling, and job placement assistance to job seekers referred from our housing project partners. The Career Coach also initiates and sustains collaborative working relationships with a variety of businesses in the greater Boston area to create employment opportunities for clients. This individual must have a strong knowledge about issues related to individuals with significant barriers to employment.

Essential Job Functions:

Accountability and Results Focused:

- Provide high quality 1:1 job search coaching including interview preparation, resume creating and tailoring resumes, personal branding and self-marketing strategies, and social media
- Actively develop, engage and maintain employer relationships
- Assist job seekers in goal setting, identifying barriers and mapping out a plan leading to job placement, skills upgrades and career advancement
- Effectively market participants to employers, solicit appropriate job openings, schedule interviews, solicit feedback and confirm placements
- Target appropriate employment opportunities based on job seeker's experience, skills and career goals.
- Understand and apply knowledge of internet and social media resources for job seekers
- Understand and apply knowledge of local and national labor market trends to assist job seekers to identify career opportunities
- Establish, track and meet program dashboard indicators using database software

Build relationships, collaboration and teamwork:

- Support and promote the mission and philosophy of JVS both internally and outside the agency
- Establish and maintain harmonious working relationships with key stakeholders (participants, employers, partner organizations, funders, etc.)
- Work as part of a team, sharing job leads and collaborating on workshops, classes, group interviews and any other tasks as needed
- Attend and actively participate in staff meetings and team- based projects
- Provide assistance to fellow team members when needed

Administrative/Communication:

- Demonstrates a professional demeanor with strong customer service skills
- Communicates effectively verbally and in writing with compassion and professionalism
- Maintain accurate, up-to-date information in all databases
- Exercises discretion in handling confidential information
- Communicates regularly with Supervisor to insure smooth delivery of services
- Organize and maintain files and records and contribute to reports as necessary
- Perform other duties as assigned or requested

Minimum Qualifications and Experience:

- Associates in related area (Employment Coaching/Career Counseling, Human Resources, Psychology, Social Work, or Education) or 5+ years related experience
- 1-3 years of experience in workforce development or related field required
- 1-3 years of experience in working with individuals with barriers to employment strongly desired
- Demonstrated experience creating and maintaining professional business relationships relevant to employment of others preferred
- Bilingual/Working proficiency in English & Spanish or strongly preferred
- Knowledge of community resources and web-based job search resources and techniques required
- Experience working with homeless and/or at risk families highly preferred
- Experience in recruitment, job development desired
- Outstanding interpersonal, customer service and organizational skills required
- Ability to work in a multi-cultural environment required
- Strong Microsoft Office Suite skills required

Key Competencies:

- Demonstrated expertise in producing professional-level resumes
- Proficiency in designing/adapting and presenting workshops and group programs on career-related topics
- Employer engagement/relationship -building
- Tracking program progress and reporting
- Accountability and Results focused
- Adapting to Change
- Building Relationships, Collaboration and Teamwork
- Cultural Competency and Respect
- Communication Skills
- Initiative
- Planning/Organizing
- Agency Promotion

JOB COMPETENCIES:

Demonstrated expertise in producing professional-level resumes
 Proficiency in designing/adapting and presenting workshops and group programs on career-related topics
 Employer engagement/relationship -building
 Tracking program progress and reporting

MENTAL DEMANDS:

Reading
 Detailed work
 Confidentiality
 Problem Solving
 Verbal and Written communication
 Language
 Math
 Multiple concurrent tasks

PHYSICAL DEMANDS:

Sitting
 Speaking
 Attendance
 Listening

JVS CULTURE: JVS is strongly committed to diversity and a workplace environment that respects, appreciates and values employee differences and similarities. By providing and supporting a work culture that fosters and builds upon diversity and its strengths, JVS will better serve our local communities and continue to provide quality services.