



JOB DESCRIPTION

Title: Career Outreach Specialist
Reports to: Director of Workforce Development
Department: Workforce
FLSA Status: Non-Exempt

GENERAL SUMMARY:

The Career Outreach Specialist position will work closely with the Pinellas County School Board and other strategic partners to provide training and educational opportunities for participants residing at HEP in addition to those living in the surrounding community. This position conducts research, identifies job leads in the community, and effectively collaborates with employers, community providers and various advocates to achieve successful employment placement and vocational training. The Career Outreach Specialist works closely with staff and participants to meet all Workforce Development goals related to training, enrollment, job development, placement and employment retention. The Career Outreach Specialist is responsible for marketing and coordination of recruitment services such as job postings, career fairs, community advocacy and engagement. This position requires significant community involvement, networking and ability to coordinate amongst various providers ensuring collective advocacy, support and utilization of available resources designed to enhance opportunity and accomplishment throughout our local community.

PRIMARY JOB DUTIES AND RESPONSIBILITIES:

- Evaluates the clients' education, training, work history, interests, and skills to develop a successful employment plan outlining the steps necessary to remove barriers and obtain and sustain employment.
- Meets individually with clients to provide career counseling to promote and support employment choices consistent with clients' vocational goals, interest, and skills.
- Provides follow up services to maximize job retention, facilitates wage progression, and encourages further education.
- Provides information and referrals to educational/training programs and other community supports.
- Ensures that all participants are engaged with our workforce development team through continual outreach.
- Effectively links clients to programs and services provided by HEP and external organizations as appropriate.
- Promotes employment service programs and effectively collaborates with appropriate staff, organizations and community partners.
- Provides vocational-oriented case management services to participants throughout the term of their participation.
- Provide follow-up services including access to public benefits, housing information and housing referrals.
- Researches/ identifies job leads, assists in securing employment and retention and provides additional supports as needed ensuring overall success and stability of all participants.



- Meets all required performance standards including established monthly outcomes.
- Attends weekly staff meetings and other meetings/trainings as required.
- Adheres to Program Operating Procedures.
- Performs other related duties as assigned by Director of Workforce Development.

EDUCATION, KNOWLEDGE AND SKILLS:

- Bachelor Degree in Human or Social Services preferred
- Minimum of two (2) years' experience as an employment counselor in workforce development, job training, adult education, or adult development programs.
- Current, clean Florida Driver's License to provide transportation of clients through company vehicles
- Working knowledge of workforce development principles, theories, and practices.
- Demonstrated ability to establish priorities, implement plans, and meet deadlines.
- Individual must have high degree of knowledge and training working with diverse populations
- Ability to collaborate with community offices and organizations to establish effective support networks.
- Basic knowledge of severe and persistent mental illness and substance abuse
- Knowledge of the functions of case management
- Enhanced knowledge of resources in the community available for the homeless population
- Strong oral and written communications and interpersonal skills
- Strong organizational, time management and data management skills
- Proven ability to work effectively both individually and as part of a team
- Ability to multi-task and problem solve under pressure and easily adapt to change
- Superior customer service and speaking skills among various audiences a **MUST**
- Ability to represent HEP and the homeless adults it serves to employers, career centers, and other agencies delivering employment and training services.
- Strong Microsoft Office Suite (Outlook, Word, Excel, Power Point) skills
- Ability to resolve conflicts diplomatically, to be decisive and to make professional judgments with approval from the Director of Workforce Development
- Successful candidate must possess the temperament to work with individuals with untreated mental illness and substance abuse issues around vocational and employment issues
- Demonstrated ability to develop partnerships with external agencies and resources
- Experience in conducting workshops, developing presentations, and project facilitation

WORKING CONDITIONS:

- The physical environment requires the employee to work both inside and outside in heat, wet/humid, dry/arid conditions
- Sitting, standing, walking, bending, reaching and ability to lift up to 35 pounds
- Current, clean Florida Driver's License to provide transportation of clients using company vehicles

The above declarations are not intended to be an "all-inclusive" list of duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job, and be a reasonable representation of its activities.



HEP is a Drug Free Workplace and Equal Opportunity Employer. HEP does not discriminate against any class of protected persons covered by applicable law in its hiring and/or advancement opportunities. HEP encourages people of all minority statuses to apply.

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