



Title: Career Counselor
Reports to: Workforce Development Manager
Department: Workforce
FLSA Status: Non-Exempt; Full Time (40 hours per week)

GENERAL SUMMARY:

The Career Counselor provides employment and career related services to achieve job placement, retention and career advancement aligned with individuals' economic security goals. This position provides individual and group career counseling, job search coaching, administers assessments, and understands labor trends. This position will conduct campus-wide career education and provide employment opportunities. The Career Counselor is responsible for maintaining all client records, data, preparing reports within established protocol/time, assisting with job placement, resume development, interviewing skills, and resume referrals.

PRIMARY JOB DUTIES AND RESPONSIBILITIES:

- Conduct individual and group counseling sessions to help participants make informed career decisions. Assist and guide participants through occupational exploration and career decision-making process.
- Prioritize and deliver established curriculum supporting financial literacy.
- Determine appropriate assessments and interventions required to assist participants. Analyze and interpret career assessment results and incorporate them in career counseling and job coaching sessions.
- Teach and coach participants in self-directed job search strategies. Provide resume/cover letter critiques and interview skills training.
- Maintain professional decorum when working with HEP visitors, clients, staff, and community members.
- Engage participants to use on-line resources for researching employers and current employment opportunities.
- Develop and conduct career/job search, resume development and interviewing skills workshops.
- Assist with and/or coordinate logistical and administrative details for career fairs, on-campus interview schedules, job listing service and special career events.
- 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.
- 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.
- Meets all required performance standards including established monthly outcomes.
- Attend weekly staff meetings and other meetings/training as required.
- Adheres to Program Operating Procedures.
- Must be able to conform to HIPPA regulations.
- Performs other related duties as assigned.



EDUCATION, KNOWLEDGE, AND SKILLS:

- Bachelor's degree in human or social services preferred.
- Sensitivity to the cultural diversity of clients to successfully work with diverse racial, ethnic, and economic groups.
- Minimum of two (2) years' experience as an employment counselor in workforce development, job training, adult education, or adult development programs.
- Working knowledge of workforce development principles, theories, and practices.
- Demonstrated ability to establish priorities, implement plans, and meet deadlines.
- Individuals must have a 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 people skills
- Strong organizational, time management and data management skills
- Ability to work effectively individually and as part of a team.
- Ability to multi-task and problem solve under pressure and easily adapt to change.
- Ability to always provide excellent customer service.
- 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 365 Suite (Outlook, Word, Excel, Power Point) skills
- Ability to resolve conflicts diplomatically, to be decisive and to make professional judgments with approval from the Manager of Workforce Development.
- Successful candidate must possess the temperament to collaborate with individuals with untreated mental illness and substance abuse issues around vocational and employment issues.
- Demonstrate the 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 thirty-five pounds.
- Current, clean Florida Driver's License to provide transportation of clients using company vehicles.
- Must be able to successfully pass a background, drug, and alcohol screening.

The above declarations are not 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. They are 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.