



JOB DESCRIPTION

Title: Career Counselor
Reports to: Executive Vice President of Operations
Department: Workforce Development
FLSA Status: Non-Exempt; Full Time

The HEP Career Counselor provides career guidance and support to individuals seeking employment, career advancement, or a career change. This role involves helping HEP clients and community members assess their interests, skills, and values to make informed career decisions, build job readiness skills, and connect with employment and training opportunities.

PRINCIPAL JOB DUTIES AND RESPONSIBILITIES:

- Assist and guide clients with resume/cover letter development, job applications, interview preparation, and job search strategies
- Develop individualized career plans and track progress toward employment and education goals
- Build and maintain relationships with employers, job training programs, and community-based organizations
- 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
- Assist with and/or coordinate logistical and administrative details for career fairs, on-campus interview schedules, job listing services and special career events
- Support clients with accessing job fairs, employment events, and other workforce development activities
- Maintain professional decorum when working with HEP visitors, volunteers, clients, staff, and community members
- Engage participants to use online resources for researching employers and current employment opportunities
- Develop and conduct career/job search, resume development and interviewing skills workshops
- Provide follow-up services to maximize job retention, facilitate wage progression, and encourage further education and/or training as needed
- Provide information and referrals to educational/training programs and other appropriate community programs
- Participate in workforce development planning, evaluation, and reporting activities as needed
- Document all services and outcomes in accordance with organizational standards and funding requirements
- Meet all required performance standards including established monthly outcomes

- Attend weekly staff meetings and other meetings/training as required
- Adhere to Program Operating Procedures
- Must be able to conform to HIPAA regulations
- Perform other related duties as assigned

EDUCATION, KNOWLEDGE, AND SKILLS REQUIRED:

- Preferred: Bachelor's degree in education, counseling, social services, business or related field
- Minimum Accepted: Associate's degree with relevant work experience
- Sensitivity to the cultural diversity of clients to successfully work with diverse racial, ethnic and socioeconomic groups
- One year of experience as an employment counselor in workforce development, job training, adult education, or adult development programs strongly preferred
- Working knowledge of workforce development principles, theories, and practices
- Excellent interpersonal, communication, and facilitation skills
- Demonstrated ability to establish priorities, implement plans, and meet deadlines
- Ability to work with diverse populations and build rapport with clients
- Proficiency in Microsoft Office 365 and client tracking systems (e.g. case management databases)
- Enhanced knowledge of resources in the community available for the homeless and ALICE populations
- Strong organizational, time management and data management skills
- Ability to work effectively individually and as part of a team
- Ability to multitask and problem solve under pressure and easily adapt to change
- Ability to always provide excellent customer service
- Successful candidate must possess the temperament and skills to collaborate with individuals who suffer from mental health conditions and substance use disorder 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

PHYSICAL DEMANDS & 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, etc.
- Ability to lift 35 pounds with ease; Anything over 35 pounds requires a team lift
- 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.