



JOB DESCRIPTION

Title: Career Counselor
Reports to: Executive Vice President of Operations (EVP)
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 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.
- Occasionally operate HEP vehicle to transport clients to career fairs, interviews, and other special workforce-related events.
- Assist with and/or coordinate logistical and administrative details for career fairs (internal and external), on-campus interview schedules, job listing services and special career events.
- 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, current employment opportunities, 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 and PHI regulations.
- Complete all required FDOT driver trainings for compliance.

- Maintain professional decorum when working with HEP visitors, volunteers, clients, staff, and community members.
- Perform other related duties as assigned by the Executive Vice President of Operations (EVPO).

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.
- One year of experience as an employment counselor in workforce development, job training, adult education, or adult development programs is strongly preferred.
- Sensitivity to the cultural diversity of clients to successfully work with diverse racial, ethnic, and socioeconomic groups.
- 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.
- Demonstrated ability to develop partnerships with external agencies and resources.
- Experience in conducting workshops, developing presentations, and project facilitation.

PHYSICAL DEMANDS AND 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, valid Florida Driver's License to provide transportation of clients using company vehicles.
- Must be able to successfully pass a background Level 1, DOT Physical, motor vehicle (MVR) check, regulated drug and alcohol screenings.

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.