

Job Title: Career Advisor
Location: Ludlow Area Adult Learning Center (LAALC) and other community locations. On site at CareerPoint (CP) in Holyoke approx. one half day per week.
Shift: A combination of day and evening hours, depending on program need. At least 2 evenings a week are required. 30 hours/week total with additional hours possible if grant funds increase.
Salary: \$22 per hour plus CP benefits
Reports To: CareerPoint VP of Programs and Services (Administrative Supervisor) and Director of Ludlow Area Adult Learning Center Director (HCC Program Supervisor)
Prepared Date: 8/2/18

SUMMARY

Funded by the Massachusetts Department of Elementary and Secondary Education (DESE), this position serves both the grant lead agency, Holyoke Community College (HCC), and the position host agency, CareerPoint (CP).

The Career Advisor at HCC's Ludlow Area Adult Learning Center (LAALC) provides career & educational advising services to approximately 100 adult ESOL (English for Speakers of Other Languages) learners, immigrants and refugees whose language level ranges from beginning English to high intermediate. In addition to determining students' prior employment experiences, interests and values to inform career, educational, and other next steps related to individual goals, the Counselor helps students problem-solve various issues such as housing, health, transportation and day care. The Counselor tracks student retention and intervenes to keep students engaged in their education, and promotes a culture of career awareness, educational success, and civic engagement at LAALC. All responsibilities are carried out in collaboration with LAALC Instructors and Director, as well as other HCC and CP staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

CareerPoint Expectations of all Employees:

- Actively supports through task and attitude, the priority CP places on exceptional customer service for both internal and external customers
- Strives at all times to make customers feel welcomed and comfortable and provides accurate information to meet customer needs.
- Exhibits professionalism by attendance, punctuality, appearance, demeanor and the willingness to go beyond the normal job expectations.
- Generates ideas to make assigned programs and host agencies the best they can be for customers and staff
- Facilitates and participates on cross-agency and/or cross departmental teams and meetings as needed and appropriate
- Have fun!

Specific Duties of this Position:

- Works with program and community partners to recruit students for LAALC classes and programs.
- Provides one-on-one career assessment, development, planning, community referral, and counseling services to a diverse population. Supports students in becoming more active participants their family's education and community life. Maintains walk-in resource materials for students and community members.
- Guides students' development of individual student career plans and maintains individual education and career files.
- Serves as liaison between CP and community Adult Education (AE) programs and serves as a resource to other Career Advisors at partner programs at HCC and in the Juntos Collaborative.
- Develops and facilitates job search and career management workshops such as career exploration, goal setting, job search, and other related topics as needed.
- Stays abreast of Labor Market data and resource tools with emphasis on growth industries offering career ladders and sustainable wages
- Provides one-on-one and small group job development and educational advising services to adult learners, leading into placement in occupational training programs, Transition to College programs, or college courses in relation to student-identified career and educational goals.
- Provides one-on-one assistance with completion of job application forms, resume writing, preparation of cover and thank-you letters, and interview techniques.
- Compiles and enters appropriate student/community member data for reporting and assessment purposes by HCC, MHH and their partners and maintains individual education and career files.
- Provides, collects, and analyzes evaluation forms completed by students related to educational and advising services
- Coordinates and communicates student progress with instructors.
- Tracks student retention and intervenes to keep students engaged in their education.
- Follows and maintains working partnership with the Massachusetts Rehabilitation Commission and other partners, meeting MHH and the Federal Workforce Innovation and Opportunity Act (WIOA) requirements and protocols
- Performs other duties as assigned

EXPERIENCE AND SKILLS

- Bilingual Bicultural in English and one of the languages spoken by LAALC students, such as Spanish, Arabic, Turkish, Portuguese, or Polish (preferred)
- Bachelor's degree in Counseling, Psychology, or closely related field OR an equivalent combination of education, training, and experience
- Recommended at least two years of experience and/or training involving career counseling, recruitment, or counseling, with demonstrated outcomes in job placement.
- Experience working with immigrant and refugee populations
- Develops and maintains excellent working relationships with co-workers and students from diverse backgrounds and agencies/institutions
- Ability to be sensitive to, understand, and respect student and staff confidentiality issues.
- Ability to handle multiple workloads in a fast paced environment.
- Demonstrates ability to set priorities and manage time in order to maximize productivity
- Excellent communication skills – both oral and written
- Ability to keep abreast of changes & trends via written materials and/or in-person meetings
- Ability to work independently and as a member of a team
- Generates ideas to make CP and LAALC a better place for customers and staff
- Technology proficient, able to manage workload using Microsoft and other common applications.
- Ability to travel using personal vehicle (CP will reimburse for mileage)

- Functions in a manner consistent with CP's and HCC's missions and goals