

**Job Description**  
**Franklin Hampshire Employment & Training Consortium**

**Position Title:** Instructor/Counselor of DTA Programs  
**Status:** Non-exempt, Union Represented/UFCW 1459  
**Grade:** Grade 7  
**Location:** This position is stationed in Greenfield, MA  
**Supervisor:** Career Services Director  
**Date:** January, 2025

**Position Summary:**

Provides individual and group career instruction and counseling to FHCC customers who are enrolled in Department of Transitional Assistance (DTA) programs, such as Competitive Integrated Employment Services (CIES) and the Work Participation Program (WPP). This includes but is not limited to intake, skill and needs assessment, career exploration, labor market information research and support, program eligibility, occupational and work-based training eligibility, supportive service eligibility, Individual Employment Plans (IEPs), case management and follow up support, job matching/job referral/job development in collaboration with the Job Developer and Business Services Team.

Develops and delivers job readiness and job search curriculum both in person and virtually to customers enrolled in DTA funded programs and services including CIES and WPP.

**DTA Program Responsibilities:**

1. Work with DTA referred customers and those who self-identify as receiving DTA services to determine eligibility for specific funding sources including CIES, WPP, WIOA Adult or Dislocated Worker, or other available funding streams. Co-enroll eligible customers in multiple funding streams when appropriate.
2. Provide program specific services to enrolled customers based on funding program parameters:
  - a. CIES: provide intake, assessment, and case management services to customers. In addition, create structured job readiness, life management and job search curriculum and deliver instruction both in small groups (in person and virtual) or one-on-one to assist CIES customers to become workplace ready and to find and retain employment.
  - b. WPP: provide intake and activity planning to WPP eligible customers.
  - c. SNAP Path to Work: send customer applications to JVS in Boston and notify DTA each month via secure email of customers' participation in training, job search or employment.
3. Co-enroll DTA customers in WIOA and other Career Center programs as appropriate.

4. Keep customer files in accordance with program requirements and track customer services/milestones in CIES program Excel spreadsheet in addition to MOSES (Massachusetts One-Stop Employment System database) documentation.
5. Prepare documentation of attendance and outcomes for CIES monthly billing and quarterly reports.
6. Submit customer milestones for billing in EIM database.
7. Respond to CIES and WPP referrals within allotted time frames and complete and submit client monthly attendance records.
8. Meet regularly with DTA at both state and local levels as required, including regularly scheduled meeting with the DTA Full Engagement Worker (FEW).
9. Attend and introduce Career Center programs at the DTA Greenfield office orientation sessions.

**Other Essential Functions/Responsibilities:**

1. Perform intake and eligibility for customers referred by DTA to the CIES, WPP or SNAP Path to Work programs. Facilitate registration in JobQuest, needs assessment, collection of data for determination of appropriate program eligibility, and enter data into MOSES.
2. Work with customers to identify marketable skills and ability to secure employment resulting in self-sufficiency; determine eligibility for education/training funding.
3. Assist customers with identification of personal and environmental barriers and strengths that have an impact on life and career decision making, including personality, values, interests, aptitudes, and motivation.
4. Facilitate client acquisition of occupational, educational, and labor market information to aid in developing and carrying out potential career paths for employment, vocational, and educational goals by using technology tools (e.g. JobQuest, MassCIS, LMI tools, etc.).
5. Translate vocational interests, objective biographical data, and work history into verbal and written recommendations specific to each customer as an Individualized Employment Plan (IEP).
6. Enroll and orient customers into Career Center programs ensuring all required documentation is in file and ensuring accurate data entry in MOSES; submit enrolled files for file review according to SOP.
7. Establish and maintain contact with area human service agencies to provide customers with linkage to those systems by referral and advocacy.
8. Provide job development, job search assistance, and vetted job referrals for customers in coordination with the Career Services Counselors and Business Services Team.
9. Monitor and evaluate customer progress. Track customers from intake to exit from services and provide follow-up services to support the customer through the first year of employment. Collect the data as required for performance measures, program analysis, and customer satisfaction.
10. Maintain accurate, confidential customer records. Update and track services and customer milestones in MOSES on a regular basis.
11. Perform other duties as assigned by the Career Services Director.

**Required Qualifications:**

- Bachelor's degree from an accredited college in related field of study. Each year of related experience may be substituted for one year of educational requirement.
- Teaching or training experience; both creating and presenting content to a target audience.
- One to two (1-2) years of experience in employment, vocational, or educational counseling and assessment.
- Demonstrated oral and written communication skills.
- Basic computer knowledge, including Microsoft Office Suite (Word and Outlook required).
- Proficiency with video conferencing programs, especially Zoom.
- Ability to understand, interpret, and implement complex policies, regulations, and guidelines.
- Ability to develop and maintain a good working relationship with a wide variety of people including customers, community partners, and governmental agencies.

**Preferred Qualifications:**

- Understanding of public workforce investment systems and knowledge of and experience using labor market information tools or other data collection tools.
- Experience using databases.
- Knowledge of area human service agencies and programs. In particular, DTA program requirements.
- Bi-lingual capacity.
- Experience with PowerPoint.

**Job Environment and Physical Requirements:**

*The work environment and physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

1. Has access to a variety of confidential organizational, financial, employee, and customer information. Errors in judgment could severely jeopardize operations or have direct financial or legal repercussions.
2. Work is performed generally in a typical office environment and in a classroom setting which includes community spaces and varying noise levels.
3. Frequently requires work at a desk, sitting for long periods of time, as well as standing and moving about for long periods of time during presentations.
4. Regularly convey information verbally and in writing to employees and to the public.
5. Move about inside the office to access file cabinets and office machinery with some bending and stretching required.
6. Must occasionally lift or move objects such as supplies, folders, books, and manuals. Room setup requires movement of chairs, tables, and laptop computers. Multiple office

locations require lifting and transporting files between offices which may weigh between 10-20 lbs.

7. Manual dexterity to operate a telephone, keyboard, and calculator at efficient speed and to view computer screens, spreadsheets, PowerPoint presentations, and documents for extended periods of time.
8. Specific vision abilities include ability to adjust focus, near and far clarity of vision, 3-dimension depth perception, ability to judge space relationships, ability to maneuver through complex database systems and to explain what is shown to customers, ability to maneuver through on-screen and PowerPoint presentations, and to engage with customers about that content.
9. This position requires frequent public communication and verbal presentations (talking, listening, hearing, expressing oneself, presenting) with customers and colleagues, requiring the ability to hear, speak clearly, and exchange information within a limited timeframe.
10. This position is stationed on a regular basis at the Greenfield office but may require driving to the Orange or Northampton Career Center access points on a regular basis and to other off-site locations on a periodic basis. Must have reliable, independent transportation and a valid driver's license.
11. Attendance and work outside of normal business hours is periodically required.

AA/EOE/ADA

*This job description does not constitute an employment agreement between FHETC and employee and is subject to change by the employer as the needs of the employer and the requirements of the job change.*

---

**Employee Name (Print)**

---

**Employee Signature**

---

**Date**