

Job Description
MassHire Franklin Hampshire

Position Title: Young Adult Career Counselor
Status: Non-exempt, Full-Time, Union Represented/UFCW 1459
Grade: Grade 7
Location: This position is stationed in Greenfield, MA
Supervisor: Young Adult Programs Manager
Date: September, 2026

Position Summary:

The Young Adult Career Counselor provides individual and group case management, coaching and program services to MHFH Young Adult customers. Young Adult programs include WIOA Youth, YouthWorks, and Connecting Activities, and serve customers age 14 – 25 who have barriers to employment. Responsibilities include but are not limited to working with schools to build capacity within their institutions, Connecting Activities workforce development initiatives, outreach and recruitment, program eligibility, intake, skill and needs assessment, career exploration, labor market information research, workshop presentation and work readiness facilitation, Individual Service Strategy, case management and follow-up support and job matching/job referral/job development. Young Adult Career Counselors collaborate closely with each other, other MassHire Franklin Hampshire (MHFH) staff, community partners, and local employers.

Core Essential Functions/Responsibilities:

1. Contribute to the design and implementation of the Young Adult programs including YouthWorks, WIOA Youth, and other grant-funded programs. Specific functions include but are not limited to the design of participant goals and schedules, creation of work experience or project timelines, design and facilitation of live and remote Signal Success work readiness workshops, creation of individualized and group case management strategies, and working with schools to integrate Connecting Activities into their school-wide plans.
2. Perform other duties as assigned by the Young Adult Program Manager, including but not limited to attending YouthWorks trainings, regional meetings and technical assistance sessions, and WIOA trainings and meetings with State staff and young adult service providers.

WIOA Youth/YouthWorks Functions/Responsibilities:

1. Perform recruitment, intake, and eligibility activities for MHFH Youth programs. Tasks include: Conducting recruitment presentations and interviews; completing online applications and needs assessments; collecting data for determination of appropriate eligibility (category programs/funding); and data entry into Massachusetts One-Stop Employment System database (MOSES) as well as the YouthWorks database.

2. Work with young adults to identify work readiness skills and ability to secure employment resulting in self-sufficiency through projects, internships, or program curriculum.
3. Assist young adult customers with creating a resume and preparing for job interviews by identification of personal and environmental factors related to life and career decision-making, including personality, values, interests, aptitudes, and motives.
4. Facilitate synchronous and asynchronous curriculum (i.e., Signal Success), and provide educational support and labor market information to aid in developing and carrying out potential career paths for employment.
5. Enroll and orient participants into MHFH young adult programs, ensuring all required documentation is in the participant's file and ensuring accurate data entry in MOSES.
6. Submit files for file review according to MHFH standard operating procedures (SOP) and state policies.
7. Job develop, by recruiting new employers as worksites for youth internship/job placements, in collaboration with the MHFH Business Services Team and other youth service providers.
8. Participate in regular case management of young adult customers and provide supportive services, incentives, and support.
9. Monitor and evaluate customer progress. Track customers from intake to exit and provide follow-up services to support the transition to other programs or training.
10. Maintain accurate and timely confidential customer records. Update and track services and customer milestones in MOSES and the YouthWorks database on a regular basis.
11. Process program completion documentation, including electronic or paper files and updating MOSES records. Submit exited customer files for file review according to MHFH SOPs and state policies.
12. Apply knowledge of program requirements and available program components to support participants throughout the enrollment, participation, and completion stages.
13. Design and present live and remote work readiness workshops.
14. Organize events to support Connecting Activities program recruitment and work experience opportunities.
15. Perform other duties as assigned by the Young Adult Programs Manager.

Recommended Minimum Qualifications:

1. Bachelor's Degree from an accredited college preferably in a related field of study.
2. At least 3 years of experience in working with young adults on employment, vocational, or educational counseling and assessment. Each year of related experience may be substituted for one year of the educational requirement.
3. Demonstrated experience working with the public school system preferred.
4. Demonstrated oral and written communication skills
5. Demonstrated basic computer knowledge required, including knowledge of Microsoft 365 (formerly Microsoft Office Suite), with emphasis on Word, PowerPoint, and Outlook.
6. Ability to understand, interpret, and implement complex policies, regulations, and guidelines.

7. Understanding of the public workforce investment system and knowledge of and experience using labor market information tools or other data collection tools is preferred.
8. Demonstrated experience using databases for data entry, recordkeeping, and information management; experience with MOSES or the YouthWorks database is preferred.
9. Ability to develop and maintain good working relationships with a wide variety of people including customers, community partners, and governmental agencies.
10. Demonstrated experience working effectively with individuals from diverse backgrounds and populations is required.
11. Knowledge of area human service agencies and programs.
12. Bi-lingual capacity is a plus.

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 and being in a stationary position for long periods of time.
4. May require moving about for long periods of time.
5. Regularly convey information verbally and in writing to employees and to the public.
6. Move about inside the office to access file cabinets and office machinery with the ability to position oneself accordingly.
7. Must occasionally move and reposition objects such as supplies, folders, books, and manuals. Room setup may require movement of chairs, tables, and laptop computers. Multiple office locations may require transporting files which may weigh between 10-20 lbs. between offices.
8. Ability to operate a telephone and keyboard at efficient speed and to view computer screens, spreadsheets, PowerPoint presentations, and documents for extended periods of time.
9. Ability to observe details at near and far ranges, 3-dimension depth perception, ability to judge space relationships, and ability to maneuver through complex database systems and to explain what is shown to customers.
10. Ability to conduct frequent public communications and verbal presentations (communicate with others, express oneself, present accurate information so others will understand) with/to customers, colleagues, and the public.

11. This position is stationed on a regular basis at the Greenfield, MA office, but may require driving to the Orange or Northampton MHFH affiliate sites 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.
12. Attendance and work outside of normal business hours is periodically required.

This job description does not constitute an employment agreement between MHFH 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