

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

**Position Title:** Youth Services Counselor  
**Status:** Non-exempt, Union Represented/UFCW 1459  
**Grade:** Grade 7  
**Location:** This position is stationed in Greenfield  
**Supervisor:** Youth Programs Coordinator  
**Date:** September 10, 2021

Position Summary:

Provides individual and group case management and coaching to FHCC Youth customers including but 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, Career Action Plans, case management and follow up support, job matching/job referral/job development in collaboration with the Business Services Team and potential youth vendors.

Essential Functions/Responsibilities:

1. Contribute to the design and implementation of the Youth programs including YouthWorks, WIOA Youth, and other grant funded youth programs. Specific functions include but are not limited to recruitment, enrollment, designing participant daily schedules, work experience or project timelines, design and facilitation of live and remote Signal Success work readiness workshops, individualized and group case management strategies.
2. Perform recruitment, intake and eligibility activities for FHCC Youth programs. Tasks include: completion of online applications, needs assessment, collection of data for determination of appropriate eligibility (category programs/funding) and enter data into Massachusetts One-Stop Employment System data base (MOSES) as well as the YouthWorks Database. May also input data from youth service providers.
3. Work with youth to identify readiness skills and ability to secure employment resulting in self-sufficiency through projects or internships from the youthworks year-round program.
4. Assist youth with identification of personal and environmental factors related to life and career decision making, including personality, values, interests, aptitudes and motives to help them create a resume and feel confident during job interviews.
5. Facilitate synchronous and a-synchronous Signal Success curriculum, provide educational support and labor market information to aid in developing and carrying out potential career paths for employment.

6. Enroll and orient Youth into Career Center youth programs ensuring all required documentation is in file and ensuring accurate data entry in MOSES; submit Enrolled files for file review according to FHCC SOP and state policies.
7. Provide group project/individual job development, with FHCC Business Services Team and youth service providers, and recruit new employers for youth internship/job placements.
8. Participate in regular case management of youth to provide supportive services, incentives and support.
9. Monitor and evaluate customer progress. Track customers from intake to exit from services and provide follow-up services to support the Youth's transition to other programs or training.
10. Maintain accurate, confidential customer records. Update and track services and customer milestones in MOSES and the YouthWorks Database on a regular basis.
11. Process program completion including electronic or paper file and MOSES records; submit Exited customer files for file review according to FHCC SOP's and State policies.
12. Understand program requirements for vulnerable and returning youth, program completion and the various required and elective program components available to youth.
13. Design and present live and remote signal success and other work readiness workshops.
14. Collaborate with Franklin Hampshire Workforce Board's Connecting Activities Programs to better align programs and to help organize a youth Job fair in the spring to support summer programs and independent employment.
15. Perform other duties as assigned by the Youth Programs Coordinator including but not limited to YouthWorks trainings, regional meetings and check-in with the YouthWorks Technical Assistance team, and WIOA trainings and meetings with State staff and youth service providers.

Recommended Minimum Qualifications:

1. Bachelor's Degree from an accredited college preferably in a related field of study. Each year of related experience may be substituted for one year of the educational requirement.
2. At least 3 years of experience in working with youth on employment, vocational, or educational counseling and assessment.
3. Demonstrated oral and written communication skills, basic computer knowledge including Microsoft Office Suite with emphasis on Word and Outlook necessary.

4. Ability to understand, interpret and implement complex policies, regulations and guidelines.
5. Understanding of public workforce investment system and knowledge of and experience using labor market information tools or other data collection tools preferable.
6. Experience using data bases preferably MOSES or the YouthWorks database preferable.
7. Ability to develop and maintain good working relationships with a wide variety of people including customers, community partners, governmental agencies.
8. Knowledge of area human service agencies and programs.
9. Bi-lingual capacity 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, sitting for long periods of time as well as standing and moving about for long periods of time during workshop 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. A travel file storage wheeled carrier will be provided.
7. Manual dexterity to operate a telephone, keyboard, and calculator at efficient speed and to view computer screens, spreadsheets, power points 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 power point 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, colleagues, and public workshops requiring the ability to hear, speak clearly, and exchange information within a limited time frame.
10. This position is stationed on a regular basis at the Greenfield office but may require driving to the Orange, Ware or Northampton 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.*

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**Employee Name (Print)**

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**Employee Signature**

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**Date**