

Job Description
Franklin Hampshire Employment & Training Consortium

Position Title: Bilingual Career Services Counselor
Status: Non-exempt, Union Represented/UFCW 1459
Grade: Grade 7
Location: This position is stationed in Greenfield
Supervisor: Career Services Director
Date: August 3, 2023

Position Summary:

Provides individual and group career counseling and coaching to FHCC customers in Spanish and/or in English 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.

Essential Functions/Responsibilities:

1. Perform intake and eligibility for FHCC customers seeking individualized career counseling, assisted job search or training including but not limited to: completion of registration form, 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).
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 customer with identification of personal and environmental factors related to life and career decision making, including personality, values, interests, aptitudes and motives.
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 including but not limited to use of technology tools such as: Job Quest, MassCIS360, TORQ.
5. Translate vocational interests and objective, biographical data and work history into verbal and written recommendations specific to each customer as a Career Action Plan.
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 job vetted referrals for customers in coordination with FHCC Business Services Team.
9. Participate in regular case review.
10. 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 and collect the data as required for performance measures, program analysis and customer satisfaction.
11. Maintain accurate, confidential customer records. Update and track services and customer milestones in MOSES on a regular basis.
12. Process program Exits including paper file and MOSES records; submit Exited customer files for file review according to SOPs.
13. Understand program requirements, co-enrollments, and presents public workshop presentations on career services programs such as WIOA, TRADE, CIES, WPP, MSI, TTW, DEI as appropriate and assigned.
14. Perform other duties as assigned by the Career Services Director including but not limited to assessment/career counseling for specialized programs such as CIES, WPP.

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 employment, vocational, or educational counseling and assessment.
3. Bilingual English/Spanish for both oral and written language.
4. Demonstrated oral and written communication skills, basic computer knowledge including Microsoft Office Suite with emphasis on Word and Outlook.
5. Ability to understand, interpret and implement complex policies, regulations and guidelines.
6. Understanding of public workforce investment system and knowledge of and experience using labor market information tools or other data collection tools.
7. Experience using data bases preferably MOSES.
8. Ability to develop and maintain a good working relationship with a wide variety of people including customers, community partners, governmental agencies.
9. Knowledge of area human service agencies and programs.

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 requires 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, 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 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.