



70 Washington Street
Salem, MA 01970
978-825-7200

Career Coach Advisor Advocate

Position summary:

(At least bilingual English/Spanish required)

The Career Coach Advisor Advocate is focused on job advocacy: marketing jobs and careers in priority industries to unemployed and underemployed North Shore residents who are under-represented in these industries. The priority industries include manufacturing, healthcare, information technology, the construction trades (including clean energy), education, and life sciences. The goals of the role are the following:

1. Increase the number of people who understand jobs and careers in these priority industries
2. Increase the number of historically under-represented groups in training and eventual placement in these industries.

This position requires a strong understanding of, and empathy toward, the challenges faced by historically under-represented populations across the North Shore. Furthermore, it requires active support, mentoring, and advocating for such residents while they are on pathways to priority-industry careers.

The Career Coach Advisor Advocate ensures that residents of the North Shore, including residents of specific Environmental Justice neighborhoods, understand the job opportunities available throughout the region. Tools used for this work include remote and in-person individual and group meetings, traditional communication tools such as newspapers, other print materials, and billboards, various social media outlets, and regularly updated Labor Market Information (LMI), etc. Support/mentoring will be provided in-person and remotely as appropriate. The Career Coach Advisor Advocate will work as a team member of the MassHire-North Shore Career Center to ensure that the full range of services are available and to ensure full participation in all training and education programs to the full benefit of the industries and individuals involved in these careers. In addition, this position will help inform and guide retention and promotion efforts of the individuals who are hired as a result of these efforts.

The work may be done directly with interested residents or in partnership with organizations that work to help support them as they build skills and financial security in line with the North Shore economy. Utilizing existing outreach efforts in North Shore neighborhoods and expanding beyond into other North Shore neighborhoods, the Career Coach Advisor Advocate focuses on ensuring that the entire region is aware of local priority-industry jobs and career opportunities including during initial recruitment and skill training, while hiring for quality jobs is underway, and through eventual job placement.

Specific services include providing the following:

- General information to educate the community and individuals about priority industries in the region
- Detailed information to educate the community and individuals about career pathways within the industry and specific jobs within these pathways, including training and education required to succeed well into the future

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- Career coaching and support to help residents enter education and/or training appropriate to the priority industry of choice
- Job placement assistance for residents so that they will become successfully employed within the priority industry of choice
- Assistance in accessing related services needed to successfully complete training and to enter and retain priority-industry jobs, e.g., childcare, transportation, tutoring services, food insecurity assistance, etc.
- Consistent follow-up and general support to individuals who are completing training or are in the hiring process to ensure they complete the program
- Assistance in finding appropriate help should other personal crises arise that would limit an individual's ability to successfully enter and retain a quality career
- Remain in touch with residents prior to, during, and after training and placement happens
- Consistently attend community events to share job opportunities and build a network of community members.

Other activities:

- On an ongoing basis, monitor progress toward the development of an equitable and inclusive labor force
- Continually adjust strategies and tactics to ensure the sustainability of this workforce
- Identify strategies for the equitable recruitment and retention of this workforce
- Work with priority-industry companies to fully understand the occupational requirements within the industry so communication and programming remain up-to-date
- Work in partnership with education and training organizations to ensure that programs of study meet the needs of the industry and the trainees participating in these courses
- Be an active member of the community while amplifying and uplifting community workforce needs
- Successfully match community members, especially those from historically under-represented groups, with appropriate job opportunities in the area. This begins with the job description and ends with a successful job placement.

Qualifications:

At least bilingual English/Spanish required and knowledge of workforce development strategies for both companies and job seekers

- Knowledge of priority industry careers and skills needed to succeed in these fields
- Ability to build and/or support successful partnerships
- Ability to work with individuals and provide appropriate mentorship and counseling
- Exhibit experience that highlights connections: previous work with the North Shore community is highly preferred
- Ability to work in person at various locations and actively attend community events.

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Education and/or experience:

- Bachelor's degree with at least two years of work experience in employment and training or a combination of an Associate degree and extensive (three or more) years of related employment/occupational counseling experience
- Experience working with a diverse customer base from multiple community organizations

Organizational relationship:

Reports to the Executive Director and/or the WIOA Program Manager of the MassHire-North Shore Career Center

Days and hours:

Monday through Friday, 8:30 AM to 5 PM

The MassHire-North Shore Career Center is an open-floor workplace and currently has a hybrid schedule. Some travel, evening work, and possibly Saturday work may be required; earned time off is available and flexible.

Compensation:

\$54,167 to \$66,608; full-time 37.5-hour work week; full City of Salem benefits including medical and dental coverage, retirement plan, and paid vacation/sick/personal leave

Qualified/interested applicants are encouraged to email a cover letter, resumé, and three references to Paul Ventresca, Executive Director, MassHire-North Shore Career Center: pventresca@masshire-nscareers.org

The City of Salem's MassHire-North Shore Career Center is an Equal Opportunity/Affirmative Action Employer and does not discriminate on race, color, national origin, religion, gender or gender identity, familial status, disability, ancestry, age, marital status, public assistance status, sexual orientation, veteran history/military status, or genetic information.

MASSHIRE VALUES

- **Collaboration** – Power of partnership and streamlined integration of services to achieve effective and timely results for our Masshire-North Shore Career Center customers
- **Respect** – Commit to understanding and valuing the diverse and unique requirements and professional goals of the businesses and people we serve
- **Reliability** – Create trust and reliability by consistently delivering high quality professional services at each location and at every interaction
- **Ingenuity** – Leverage flexibility, expertise, and knowledge to successfully meet our mission, regardless of new challenges and circumstances that may arise