



MASSHIRE-NORTH SHORE CAREER CENTER

Career Coaching Advisor



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***Bi-lingual English/Spanish preferred**

Summary:

The Career Coaching Advisor provides comprehensive career coaching assistance to employed, underemployed, and unemployed individuals including performing case management functions and other tasks associated with the recruitment, assessment, and placement of eligible customers. The Career Coaching Advisor helps customers develop a plan of action to reenter the labor force and offers advice and information on various occupational training programs. Through personal consultations both in-person and virtual, this advisor helps customers identify and align their specific aptitudes, interests, and skills to pursue sustainable employment opportunities.

Essential Qualifications: the Career Coaching Advisor must...

- Ensure that all program compliance measures are met including those defined in Workforce Innovation and Opportunity Act (WIOA) legislation and performance standards;
- Have a strong knowledge/understanding of case management and counseling theories/techniques;
- Be able to form meaningful connections and deliver outstanding coaching and advice to Career Center customers with diverse backgrounds (this is essential);
- Possess both creative and critical-thinking skills;
- Possess both effective listening and problem-solving skills;
- Be able to interpret complex laws, rules and regulations;
- Show effective job-search, resume-writing, interviewing and professional soft skills;
- Have demonstrated experience working with individuals from underserved populations;
- Have demonstrated experience in counseling, human resources, social services, education, employment counseling, or a related field.

Responsibilities: the Career Coaching Advisor will...

- Recruit, enroll, develop goals, monitor progress, and provide follow-up for all program participants;
- Be responsible for a variety of workforce development activities including recruitment, intake, assessment, eligibility determination, case management, enrollment, counseling, education/employment placement, and follow-up of program participants including making referrals to other community service agencies as needed;
- Assist customers in overcoming barriers to success by connecting them to supportive services at local area partners and in the North Shore region, including the services of the MassHire-North Shore Career (MHNSCC) and the MassHire-North Shore Workforce Board (MHNSWB) as appropriate;
- Assist with workforce and/or academic programs for participants, interact with workforce and training vendors and partners, support initiatives identified by the MHNSWB and assist the program manager in all grant-related matters;
- Be proficient in (or be able to learn) the administration of assessment tools including Transitional Occupational Relationship Quotient (TORQ), O*NET, and other tools and resources as needed
- Perform other services as required;
- Work in an integrated office environment with colleagues from Commonwealth of Massachusetts Division of Career Services;
- *Be committed to the MassHire values of Collaboration, Respect, Reliability, and Ingenuity.*

Education and/or Experience:

- Bachelor's degree with 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;
- *Bi-lingual English/Spanish preferred.

Organizational Relationship:

Reports to the Deputy Director **or** the Career Coaching Lead of the MassHire-North Shore Career Center

Days and Hours:

Monday through Friday 8:30 AM – 5:00 PM; full-time 37.5-hour work week

The Masshire-North Shore Career Center is an open-floor workspace and currently has a hybrid schedule. Some travel, evening work, and possible Saturday work may be required; earned time off is available and flexible. The Career Coaching Advisor must have and maintain a valid Massachusetts driver's license and have a reliable vehicle for travel to offsite work assignments as needed year-round with mileage reimbursement per City of Salem policies.

Compensation:

Grade 16: \$52,353.86 annually

The City of Salem's complete benefits package includes medical and dental coverage; vacation, sick and personal leave; retirement plan.

Work Environment and Physical Demands: This job operates in an office environment, predominantly seated, operating standard office equipment such as computers, phones, copy machines, filing cabinets, and keyboards. The incumbent has direct and indirect contact with the public and other agency and city staff. The position requires working with high volume, tight deadlines, being subject to frequent interruptions, and at times without direct guidance from supervisor. While performing the duties of this job, the incumbent is continuously required to talk, hear, and use repetitive motions of the wrists, hands, and fingers. Specific vision abilities required by this job include close vision. The incumbent will frequently stand, carry, reach, grip, and grasp; occasionally stoop, kneel, and crouch. The work involves little to light physical effort; frequently exerts up to 10 pounds of force and occasionally exerts up to 20 pounds of force. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level can vary depending upon daily activity, yet it will remain within moderate noise level range.

The City of Salem is an Equal Opportunity/Affirmative Action Employer and does not discriminate based 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.

Qualified individuals are encouraged to send a resume and cover letter with the subject line "Application: Career Coaching Advisor" to jobs@masshire-northshorewb.com. Applications will be reviewed on a rolling basis and the position will remain open until filled.

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