

Career Advisor Position Description

Atlanta Center for Self Sufficiency, Inc. (ACSS) empowers financially vulnerable individuals in our community to become self-sufficient, sustainably employed and economic contributors to society. Our programs include CareerWorks, a comprehensive job readiness training and job placement program; Veterans Employment and Training Program (CVET), a targeted initiative aimed at helping homeless veterans re-integrate into the workforce; and Career Services @ Westside Works, a neighborhood-based workforce collaborative striving to increase access to job training, education services, and good jobs. ACSS is also a designated LISC Financial Opportunity Center® and offers a range of financial empowerment services that complement our workforce development programs.

Job Title: Career Advisor	FLSA Status: Exempt
Supervisor: Program Manager, Deputy Director	Direct Reports: None

Position Summary: The Career Advisor supports the agency's efforts to prepare individuals to identify career goals, engage in meaningful training, and obtain employment. The Career Advisor duties include intake and assessment, job readiness and life skills training, career advisement, connection to occupational skills training, job placement assistance, job retention support, and data collection. This position will support our ACSS Career Services @ Westside Works partnership.

Organization-Wide Competencies: To perform the job successfully, an individual should demonstrate the following competencies.

- **Mission Focused-** Carries out the mission by living the values of ACSS.
- **Collaborates Cross-Functionally-** Works effectively with other departments, sharing information and insights to better the organization while working towards common goals.
- **Continuously Transforms-** Exhibits a willingness to learn new things and improve the status quo.
- **Communicates for Impact-** Demonstrates effective communication skills in working with others.
- **Takes Pride in Client's Success-** Expresses a willingness to put clients' success as first priority, taking great pride when clients break the cycle of homelessness.
- **Energized by Challenging Situations-** Individual not only embraces challenges, but is energized by complex tasks.
- **Is a Leader-** Influences others to accomplish the mission in ways consistent with the values of ACSS.
- **Demonstrates Initiative-** Determines what needs to be done and accomplishes these goals and/or objectives with little or no prompting.

Leadership Competencies: To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- **Demonstrates Accountability-** Takes full responsibility for results and takes ownership of all responsibilities and commitments. Delivers results within prescribed time while taking into account quality standards and impact. Operates in compliance with ACSS policies and procedures.
- **Effective Decision Making-** Makes informed and timely decisions and takes responsibility for these decisions. Modifies decisions based on new information. Involves others in the decision making process from all levels when necessary to enhance decision-making.
- **Commitment to Outcome Measurement-** Embraces strong evaluation and reporting processes to demonstrate effectiveness. Identifies ways to refine and improve service delivery.

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Position Responsibilities/Essential Job Functions:

- Support outreach efforts to recruit and engage individuals in career development services and training programs offered through the Westside Works partnership.
- Manage an ongoing caseload of individuals seeking training and employment resources. Career Advisor activities include assessment, career awareness and planning, job placement assistance, job retention support, and guided access to supportive services.
- Facilitate customer enrollment in skills-based training, and track progress towards completion and certification.
- Deliver a hands-on approach to assist customers in identifying job opportunities, updating résumés, submitting job applications, and preparing for interviews. Provide follow-up support to assist customers to achieve long-term career success.
- Facilitate various job readiness and life skills workshops to prepare customers for employment.
- Contribute to the agency's active job boards and email listservs by identifying job openings that match customers' employment profiles.
- Cultivate and maintain relationships with employer partners that offer direct hiring opportunities.
- Proactively monitor customer goal achievement in areas of training completion, job attainment, and career advancement to demonstrate agency impact.
- Ensure timely data entry and maintenance of accurate program records in accordance with ACSS guidelines and those of our partners and funders.
- Maintain awareness of the region's high demand industries and occupations and ensure that ACSS' service delivery model can meet the needs of employers and other partners.
- Remain up-to- on labor market trends, workforce development best practices, and community resources available to assist customers in achieving employment and training goals.
- Maintain an understanding of ACSS' goals, programs, and key partnerships; and be able to communicate them to internal and external audiences.

Essential Skills and Experience:

- Associate or bachelor's degree, preferably in social work or related field.
- Minimum 2 years career counseling, job development, or related experience. Ongoing professional development is a plus.
- Proven knowledge of strengths-based case management approaches and the ability to drive client success.
- Knowledge of systems that pertain to workforce development, education/training, and income supports.
- Ability to produce and interpret performance data for the purpose of proactively identifying barriers to success and developing solutions.
- Flexibility in work hours and work environment as needed to support client needs.
- Ability to facilitate training, both classroom-based and virtually. Familiarity with online meeting platforms (Zoom, MS Teams, WebEx, etc.).
- Intermediate knowledge of Microsoft Office software programs.
- Experience using Salesforce or similar customer relationship management platforms.
- Ability to represent the organization in a compelling way, in a variety of environments.
- Good decision-making skills, honesty, ability to recognize when others need to be involved in activities or decisions.
- Work professionally and effectively in a team environment.

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Job Specific Performance Objectives:

- Provide exceptional customer service to clients, which includes compassionate interactions, frequent contact, warm hand-offs on referrals, and follow-up on missed appointments & phone calls within 24 hours.
- Assist 90% of assigned clients to complete a Career Path Plan and have an updated resume.
- Strive for 30% training program enrollment among assigned clients.
- Strive for 80% job attainment among assigned clients within 90 days of enrollment.
- Strive for 75% job retention among assigned clients after 180 days of job placement.
- Ensure all data and documentation is accurately recorded into the required data tracking systems within 48 hours of contact and/or change in client status.

General Expectations:

General sign-off: The employee is expected to adhere to all company policies and to act as a role model in the adherence of policies.

Physical demands and work environment: The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Commitment to Equal Opportunity: ACSS believes that all people are entitled to equal opportunity employment. We follow state and federal laws prohibiting discrimination in hiring and employment. We do not discriminate against employees or applicants on the basis of age, race, color, religion, gender identification, disability, sexual orientation, national origin, family composition, or any other characteristic protected by state or federal law. This policy applies to accepting staff, interns, volunteers and individuals served by ACSS.

Salary range is \$53,000 to \$58,000, commensurate with experience. Health insurance and other benefits are offered to all employees as outlined in the agency's policies.

To apply, please email a résumé and cover letter to jobs@atlantacss.org. No phone calls please.