

Career Development Specialist 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; Career Services @ Westside Works, a neighborhood-based workforce collaborative striving to increase access to job training and employment; and Forest Park Elevate, an initiative to connect Forest Park residents to local employers. 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 Development Specialist	FLSA Status: Exempt
Supervisor: Program Manager	Direct Reports: None

Position Summary: The Career Development Specialist guides program participants through career exploration, skill-building, and job placement. The position is responsible for assisting individuals in identifying, planning, and taking action towards achieving their career goals, while also helping to reduce barriers to overall financial stability. The position plays a vital role in bridging the gap between job seekers and potential employers, ensuring both parties find the best possible match.

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.

Position Responsibilities/Essential Job Functions:

- Conduct outreach and recruitment of eligible participants, including but not limited to: engaging new and existing partners, participating in onsite and offsite recruitment activities, facilitating orientation sessions, conducting intake interviews, and conducting assessments.
- Manage an ongoing caseload of eligible participants seeking training and employment resources. Assist clients to identify and remove barriers that impede successful attainment of those goals. Activities include individual career development planning, guided access to support services, résumé development, job placement assistance, peer groups, and job retention support.
- Establish and maintain professional, trusting relationships with clients to promote engagement, participation, and successful outcomes.
- Facilitate job readiness and life skills workshops (classroom-based and virtual) to prepare clients for employment.
- Provide career coaching to help clients make informed career decisions and prepare them for desired training and job/entrepreneurship opportunities.
- 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.
- Identify areas for skills development, facilitate enrollment in appropriate training programs to enhance employability, and track training completion and certifications.
- Contribute to the agency's active job boards and email listservs by identifying job openings that match client employment profiles. Cultivate and maintain relationships with employer partners that offer direct hiring opportunities.
- Proactively monitor client goal achievement in areas of training completion, job attainment, and career advancement to demonstrate agency impact. Offer follow-up support to assist clients to achieve long-term success.
- Maintain awareness of the region's high demand industries and labor market trends to ensure that ACSS' service delivery model can meet the needs of employers and other partners.
- Maintain accurate, complete, and timely participant records by entering, updating, and managing client information in agency-designated data management systems. Document case management activities, services provided, participant progress, employment outcomes, and follow-up activities in accordance with agency and funder requirements.
- Maintain organized, complete, and confidential participant case files, both electronic and physical, including required assessments, service plans, verification records, and supporting documentation for monitoring and audits.
- Ensure that efforts to recruit, manage, and retain volunteer support are maximized.
- 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:

- *Veterans are encouraged to apply.*
- Bachelor's degree in social work, counseling, training, education or related field preferred.
- Minimum 2 years career counseling, employment placement, or case management 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, homelessness, veteran services, and income supports.
- Ability to produce and interpret performance data for the purposes of proactively identifying barriers to success and developing solutions.
- Flexibility in work hours and work environment as needed to support agency programming needs.

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- 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.
- Familiarity with local, state and federal grant programs and monitoring requirements.
- 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.

Job Specific Performance Objectives:

- Provide exceptional customer service to participants, which includes compassionate interactions, frequent contact, warm hand-offs on referrals, and follow-up on missed appointments & phone calls within 48 hours.
- Seek to assist 95% of participants to complete the Career Accelerator bootcamp and 90% to complete a career path plan.
- In partnership with job development staff, strive for 65% credential and/or job attainment within 90 days of enrollment and 80% job retention among your assigned caseload.
- Ensure that all data and documentation is accurately recorded into the required data tracking systems within 48 hours of contact and/or change in participant 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 are appropriate to 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 \$48,000 to \$52,000, depending on experience. Health insurance and other benefits are offered to 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.