



Career Counselor/Training Specialist

Location: MassHire Holyoke Career Center
Hours: Non-exempt, 37.5 hours per week, some evenings and weekends
Reports to: Director of Counseling Services
Salary Range: \$40,000-\$45,000
Created: March, 2022

Summary:

The Career Counselor/Training Specialist supports the recruitment, screening, and enrollment of MassHire Holyoke Career Center customers into ARPA-funded upskilling training programs. The purpose of this position is to help customers interested in upskilling to achieve their employment goals by participating in ARPA-funded training grants. The Career Counselor/Training Specialist will need to creatively recruit customers for the training programs, determine customers' eligibility for specific training programs, and support enrolled customers through program completion. Additionally, the Upskilling Navigator will need to develop relationships and collaborate closely with training providers, the Regional Market Maker, and others in the workforce development ecosystem.

Note: During the Covid 19 Pandemic, works with the Director of Career Counseling and all staff to help MHH create, administer, and promote hybrid on-site and remote services.

Position Specific Responsibilities:

- Maintain knowledge of and engage with ARPA-funded training partners, and create a resource list of current training programs in the service area
- Understand regional strategy and training priorities for ARPA and CARES Act programming
- Develop expertise on training providers in region, including key programs, enrollment prerequisites, and training cycles
- Solicit feedback from training providers regarding ideal applicants and success of past referrals
- Design a marketing campaign and connect existing MassHire customers to training opportunities.
- Establish a strong relationship with the Market Maker, who is responsible for increasing the number of employers participating in the regional Upskilling Partnership
- Utilize data to recruit participants
- Collaborate with the Regional Market Maker regarding outreach and recruitment
- Meet with and assess needs of MassHire customers, including current career aspirations, preferences, skill levels and training needs
 - Assess customer's fit with training programs to ensure enrollment readiness
 - Work with customers to identify potential training programs
 - Support customers' application(s) by answering basic questions and making direct connections to training partner(s) as needed
- Assist MassHire customers in navigating resources
 - Refer customers to support services before and after training enrollment to ensure access to support programs (mentorship, housing, childcare vouchers, etc.)
 - Check in at least once with CTI-enrolled customers to promote persistence

- Provide customers post-placement support for CTI programs, and for other ARPA funded programs
- Work closely with Career Counselors, Business Team Members, and other MHH staff in order to share information, seeking or providing technical assistance, and sharing best practices.
- Describes and explains MHH Services in person, on the phone, and via video platforms, and provides accurate information to meet customer needs.
- Ensures all contact information is up to date.

MassHire Holyoke Career Center Expectations of All Staff:

- Actively supports through task and attitude a priority on exceptional service
- Strives at all times to make customers feel welcomed and comfortable and provides accurate information to meet their needs.
- Develops and maintains excellent working relationships with co-workers and customers from diverse backgrounds.
- Exhibits professionalism by attendance, punctuality, appearance, demeanor and the willingness to ask questions and seek support when needed
- Willingness to attend various seminars, workshops, conferences, classes, community events, etc. necessary to keep abreast of developments, trends, and best practices
- Participates in special programs and FFS projects as needed and appropriate
- Participates on cross-departmental teams and committees as needed and appropriate
- Generates ideas to make MHH a better place for customers and staff
- Technology proficient and able to manage workload using Microsoft and other common software applications.
- Ability to be sensitive to, understand, and respect customer and staff confidentiality issues.
- Ability to travel using personal vehicle (MHH will reimburse for mileage)
- Functions in a manner consistent with MHH's missions and goals
- Other General duties as required.

Requirements

- Bachelor's degree in related field with two years of experience and/or training involving career counseling, case management, recruitment, or an equivalent combination of education, training, and experience.
- Excellent organizational skills
- Experience in establishing/facilitating strong partnerships with external stakeholders
- Comfortable with tracking and utilizing data to drive decision making
- Knowledge of MassHire system and regional employment trends is a plus
- Excellent communication skills (written, oral and platform)
- Strong interpersonal skills
- Experience working with and supporting a culturally diverse population

Have Fun!