Career Development Specialist
Reentry and Recovery Program
Job Description

Job Title:	**Career Development Specialist, (bilingual English/Spanish, must be able to read Spanish)**
Program:	Reentry & Recovery Programs
Location:	MassHire Holyoke as home base and some activity at community partner agencies. Please note that this is not a hybrid position, and you will be required to be in the office five days a week.
Shift:	Monday- Friday, 8:30am – 4:30pm
Salary range:	$47,000 – 52,000
Reports To:	Program Director, Reentry & Recovery Program

Summary:

Working closely with the Reentry & Recovery Program Team, the Career Development Specialist performs a combination of group facilitation, workshop delivery, administrative, and direct service duties. This position assists both justice-involved individuals and those in early recovery from substance use disorders (SUDs) in preparing for and finding employment. The Specialist facilitates workshops at MassHire Holyoke, virtually, at community partner sites, and within the Hampden County Sheriff's Department.

Position Specific Responsibilities:

- Facilitate pre-employment and cognitive-behavioral workshops at the Hampden County Sheriff's Department House of Corrections.
- Co-facilitate the Access to Recovery (ATR) - Paths to Empowerment curriculum, an ongoing 3-week cycle of work readiness workshops for individuals in early recovery. Workshops are held in-person at MassHire Holyoke and virtually via Zoom in English and Spanish
- Successfully create a positive atmosphere and a safe space for open discussion for individuals recovering from substance use disorders (SUD's) and justice-involved individuals
- Perform administrative duties including, but not limited to; follow up phone calls, documenting participant progress, logging daily activities, managing calendars, making appointments, data entry, filing, photocopying, and preparing workshop materials
- Provide direct service to individuals by completing thorough intake processes and follow-up appointments, draft resumes and prepare other materials as needed
- Maintain accurate, time sensitive, and confidential database systems
- Promote all aspects of MassHire Career Centers, community-based programs, and post corrections services to program participants and employers
- Promote programs and services to the community-at-large and support all marketing efforts, including social media and other methods
- Maintain strong working relationships with ATR and Sheriff's Department partners, as well as community agencies serving recovery and justice-involved populations
- Performs other tasks as assigned by the Executive Director, Program Director and/or the Reentry & Recovery Management Team

Position Specific Qualifications:

- **Must be bilingual English/Spanish, must be able to read Spanish**
- Experience, and/or a strong desire for, working with individuals in early recovery, justice-involved and/or at-risk populations required

- Bilingual Spanish/English required
- Associate degree or higher in a related field or at least two (2) years of job-related experience
- Excellent workshop facilitation skills
- Knowledge of career and workforce development topics
- Project coordination experience and an ability to work well with all levels of management and staff, outside customers and vendors
- Technologically proficient in internet research, online platforms such as Zoom, Google Suite, and programs within the Microsoft Office Suite, especially Word
- Strong oral and written communication skills
- Able to create resumes for customers and draft professional correspondence to local businesses, agencies and organizations
- Able to document customer services rendered comprehensively and succinctly
- Able to maintain several different confidential, system-wide databases
- Must have a valid Driver's License and ability to travel using personal vehicle

MassHire Holyoke Career Center Expectations of All Staff:

- Actively supports through task and attitude a priority on exceptional customer 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 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
- Functions in a manner consistent with MHH's and the Re-entry & Recovery Dept.'s missions and goals
- Other duties as assigned by the President & CEO and the Board of Directors

TO APPLY: Please send your resume and cover letter to: Masshireholyoke.cc@gmail.com

Have fun!

Revised 06/26/2026