



Employment Readiness Workshop Facilitator Reentry and Recovery Program Job Description

Job Title:	Employment Readiness Workshop Facilitator, Reentry & Recovery Program (2 positions available – 1 bilingual English/Spanish required)
Location:	MassHire Holyoke as home base, remote, and some activity at community agencies and within the Hampden County House of Corrections facilities
Shift:	Monday- Friday, 8:30am – 4:30pm
Salary range:	\$42,000 - \$45,000
Reports To:	Executive Director of Reentry & Recovery Program
Job Posted:	September 2021

Summary:

The Employment Readiness Workshop Facilitator performs a combination of group facilitation, detailed administrative and direct service duties which assist people in early recovery in preparing for and finding employment. Working independently, and as a member of the Reentry & Recovery team, the Employment Readiness Workshop Facilitator must be able to multitask, set priorities, adhere to deadlines, and be sensitive to, understand, and respect customer and staff confidentiality issues. This position works in collaboration with the provision of services provided through the Access to Recovery (ATR) program and may assist with other services including those provided through community-based agencies, and the Hampden County Corrections Offices. **The Employment Readiness Workshop Facilitator will predominantly facilitate workshops remotely but also requires working onsite at the Career Center in Holyoke.**

Note: As of March, 2020, the Employment Readiness Workshop Facilitator must work with the entire partnership and all staff to help MassHire Holyoke (MHH) create, administer, and promote remote services during the covid19 pandemic.

Position Specific Responsibilities:

- Co-facilitate the Access to Recovery (ATR) - Paths to Empowerment curriculum, an ongoing 3-week cycle of pre-employment workshops for individuals in early recovery
- 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
- Provide general administrative duties such as filing, photocopying, and preparing workshop materials
- Provide direct service to individuals by completing thorough intake processes and follow-up appointments
- 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 our ATR partners, including Coordinators, Administrative and Technical Support, residential treatment centers, and other community agencies serving the recovery population
- Perform other tasks as assigned by the Executive Director and/or the Reentry & Recovery Management Team

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

Position specific qualifications:

- Experience, and/or a strong desire for, working with individuals in early recovery, justice-involved and/or at-risk populations required
- 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
- Associate degree or higher in a related field and at least two (2) years of job-related experience. Four (4) years of job-related experience may be substituted for college degree
- Must be able to pass a Background Check administered by local Sheriff's Department

Have fun!