



Employment Specialist Regional Re-entry and Recovery Partnership Job Description

Job Title:	Employment Specialist/Workshop Facilitator (bilingual English/Spanish), Re-entry & Recovery Services Program
Location:	MassHire Holyoke as home base, with some activity at community agencies and in the Hampden County House of Corrections offices with in the Hampden County Sherriff Dept
Shift:	Days, with occasional evenings, weekends
Salary range:	\$40,000 - \$42,000
Reports To:	Executive Director of Re-entry& Recovery Services
Revised:	July 2021

Summary:

Working closely with Re-entry & Recovery Program Staff, the Employment Specialist performs a combination of workshop facilitation, direct service and detailed administrative duties which assist people in early recovery to prepare for and find employment. The Employment Specialist will work 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, Hampden County Corrections Offices. This position is predominantly facilitating workshops online but also requires working onsite at the Career Center in Holyoke.

Note: As of March, 2020, the Employment Specialist 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-facilitates pre-employment workshops virtually, on-site (when available) and on occasion at various locations within the Hampden County House of Corrections
- Performs administrative and scheduling duties including: screening calls; managing calendars; making appointments; arranging meetings and events; data entry
- Offers employment readiness counseling and advocacy to participants as needed
- Assists with the provision of services offered through the Reentry & Recovery programs, as assigned
- Maintains accurate, time sensitive, and confidential database systems
- Promotes all aspects of MassHire Career Centers, community-based programs, and corrections services and their benefits, to program participants and employers
- Promotes programs and services to the community-at-large and support all marketing efforts, including social media and other methods
- Maintains excellent customer relations with agencies, business partners, and individual customers
- Maintains strong working relationships with community agencies serving people in early recovery as needed
- Performs other tasks as assigned by the Executive Director and/or the Re-entry & 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

QUALIFICATIONS:

- Experience and/or passion working with early recovery, ex-offender and/or at-risk populations required
- Bilingual in Spanish and English 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 social media, internet research, and programs within the Microsoft Office Suite, especially Word & Excel
- 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 (mileage is reimbursed.)
- Associate degree or higher in a related field and at least three (3) years of job-related experience. Five (5) years of job-related experience may be substituted for college degree.
- Being a lifelong learner, and willing to attend various workshops, conferences, and community events to keep abreast of developments, trends, and best practices.
- Ability to pass a Background Check administered by local Sheriff's Department.

Have fun!