

CATHOLIC SOCIAL SERVICES JOB DESCRIPTION

TITLE: Employment Services Coordinator (ESC)
PROGRAM: Brother Francis Shelter
SUPERVISED BY: Case Management Supervisor
STATUS: Full-time/hourly/non-exempt
CREATED: 7/19/23

JOB SUMMARY: This person is responsible for developing and implementing Employment Services for Brother Francis Shelter. The ESC will work in coordination with the Program Director to develop the program and manage implementation. The ESC conducts employment assessments and creates specialized plans to address job readiness skills and remove barriers to employment, thereby assisting the client with income to gain and sustain permanent housing. In addition, the ESC networks with various employers as an avenue for employment pursuits for clients. The BFS ESC must perform their service in accordance with all stipulations of the grant through which this position is funded.

QUALIFICATIONS:

Personal: Must be able to maintain program/guest/agency confidentiality and treat each individual with dignity and respect. Ability to set and observe appropriate personal limits and boundaries. Dependability, maturity, and initiative. Excellent interpersonal skills required. Ability to relate positively to supervisor, staff, community service providers, and BFS clients. Flexibility to deal effectively with a variety of people, situations, problems, and challenges. Ability to work alone or as part of a team.

Education/Experience: GED or High School diploma. One year's work experience in human services strongly preferred, preferably in a casework position. Preferred: Associate degree in human services, social work, counseling, or related field. Certificate in Employment Services or other employment training or certification. Knowledge of Alaska area social services, employment agencies, and employers is highly desirable.

Skills: Ability to handle crisis situations with minimum supervision. Ability to gather information and assess client situation rapidly and accurately. Strong oral and written communication skills necessary. Ability to write clear, grammatically correct log notes, spell and alphabetize; ability to complete paperwork thoroughly and accurately. Familiarity with internet and experience with e-mail required.

Physical Requirements: Able to use a telephone and to type efficiently. Ability to lift up to 50 pounds.

Other Requirements: valid Alaska driver's license, insurance, and reliable transportation.

Training Requirements: Agency and department orientation; 1st aid/CPR; de-escalation techniques; blood borne pathogens, employment services certification.

RESPONSIBILITIES:

1. Conduct employment assessments with clients. Assist enrolled clients in setting employment goals and plans.
2. Responsible for service coordination by assisting clients in implementing their employment plans, including connecting to resources for the development of job skills, access to transportation to employment sites, and for completion of pre-employment requirement (i.e., background checks, drug tests).
3. Assist clients in applying for vocational assistance.
4. Educate clients on job search methods, filling out job applications and, as appropriate, assist with completing and submitting applications.
5. Understand barriers to employment for different segments of clients (ie, ex-felons, limited English) and work with employers who have been identified as willing to hire that population.
6. Prepare clients for job interviews through orientation and rehearsal. As appropriate, accompany clients to job interviews and/or coordinate for an interpreter to attend.
7. Conduct ongoing monitoring of employed clients and mediate employer client relations.
8. Coordinate efforts with BFS case manager for self-sufficiency plans and case manager or CSS housing specialist to place client in permanent housing and support housing stability.
9. Work with Complex Care, 3rd Avenue Resource and Navigation Center (3RNC), RAIS and BFS as appropriate, for coordination of efforts.
10. Outreach to new employer contacts and maintain relationships with employers currently connected to the program.
11. Assist other programs (ie (RAIS, 3RNC) or agencies in development and implementation of curricula and activities as necessary to develop job skills.
12. Develop/identify aftercare/relapse prevention strategies to use with clients. Continue to provide such care on a regular basis after placement.
13. Complete documentation of all meetings with clients and work related to clients thoroughly, accurately and in a timely fashion. Prepare reports for BFS records as required.
14. Keep informed of staff communications, changes to BFS policies, procedures, and new community resource information.
15. Assist in crisis intervention as necessary, obtaining police, medical, psychiatric, or other emergency services for client(s), as appropriate.
16. Manage client confidentiality; handle sensitive personal information.

STAFF SUPPORT:

1. Attend staff meetings and in-service training as required.
2. Submit reports to supervisor as assigned.
3. Maintain positive relationships with municipal, state, and federal agencies as appropriate. Advocate on behalf of participants, attending appropriate community meetings, participating in task forces, and seeking legislative support.
4. Perform other special projects and duties as assigned.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____