



POSITION TITLE:	Education & Employment Services Specialist
FLSA:	NON-EXEMPT
REMOTE:	IN-PERSON
MEDICAID:	YES/NO
CREATED DATE:	11/21/23
REVISION DATE:	

## POSITION SUMMARY

This person is responsible for conducting employment assessments and creating specialized plans to address job readiness skills and remove barriers to employment. This individual would be responsible for assisting clients in orientation to the U.S. workforce, finding and maintaining employment. The Employment Specialist will network with employers and agencies in the community to best serve the client population. This position will also assist the RAIS Employment Education Center Coordinator in development and implementation of Center curricula and activities as necessary to develop job skills and provide clients orientation to the U.S.

## ABOUT US

CSS is a Catholic human and social services agency and behavioral health care provider that welcomes people of all faiths through its programs and employment. We provide help for our Alaskan neighbors through a variety of supportive service programs, including emergency shelter, food stability, housing, case management, and refugee assistance. CSS empowers individuals and families on their path to permanent stability, creating thriving communities for all. Located in Anchorage, Alaska, CSS is a nationally accredited organization through the Council on Accreditation (COA), which recognizes that CSS provides high quality services that meet best practice standards in the social service field.

**Mission:** We compassionately serve those in need, strengthen individuals and families, and advocate for the common good.

**Vision:** All Individuals and Families are Flourishing.

**Impact Statement:** Catholic Social Services empowers individuals and families on their path to permanent stability, creating thriving communities for all.

**Guiding Principles:** - Catholic Social Teachings - Reverence for humanity - Striving for excellence - Empowering personal fulfillment - Strengthening through collaboration –

## REQUIRED COMPETENCIES

Managers may choose to list competencies and or detail specific knowledge, skills, and abilities that are required to perform the job at an acceptable level.

**Skill:** Excellent interpersonal skills required. Strong oral and written communication skills necessary. Familiarity with computers, internet and experience with e-mail required.

**Ability:** Ability to handle crisis situations with minimum supervision. Ability to gather information and assess client situation rapidly and accurately. Ability to write clear, grammatically correct log notes, spell and alphabetize. Ability to complete paperwork thoroughly and accurately. Ability to set and observe appropriate personal limits and boundaries. Ability to oversee a diverse classroom setting. Ability to relate positively to program director, manager, staff, community service providers, and CSS clients. Ability to work alone or as part of a team.

**Competency:** Must be able to maintain program/guest/agency confidentiality and treat each individual with dignity and respect. Dependability, maturity and initiative. Flexibility to deal effectively with a variety of people, situations, problems and challenges.

#### RESPONSIBILITIES:

1. Conduct employment assessments with clients. Assist enrolled clients in setting employment goals and plans.
2. Responsible for 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. Educate clients on job search methods, filling out job applications and, as appropriate, assist with completing and submitting applications.
4. Prepare clients for job interviews through orientation and rehearsal. As appropriate, accompany clients to job interviews and/or coordinate for an interpreter to attend.
5. Conduct ongoing monitoring of employed clients and mediate employer client relations.
6. Outreach to new employer contacts and maintain relationships with employers currently connected to the program.
7. Assist in development and implementation of curricula and activities as necessary to develop job skills and provide clients orientation to the U.S.
8. Teach classes including but not limited to computer class, job readiness, mock interviews, and job applications.
9. Complete documentation of all meetings with clients and work related to clients thoroughly, accurately and in a timely fashion. Prepare reports for RAIS records as required.
10. Keep informed of staff communications, changes to RAIS policies, procedures, and new community resource information.
11. Assist in crisis intervention as necessary, obtaining police, medical, psychiatric, or other emergency services for client(s), as appropriate, and applying CPR techniques when appropriate.
12. Manage client confidentiality; handle sensitive personal information.
13. Maintain positive relationships with municipal, state and federal agencies as appropriate. Advocate on behalf of refugees, attending appropriate community meetings, participating in task forces, and seeking legislative support.
14. Other duties as assigned.

**QUALIFICATIONS:**

*Minimum Qualifications:* High School Diploma or GED.

*Minimum Experience and Minimum Education:* One year work experience in human services.

*Minimum Certs:* N/A

*Qualifications required in the first six months of employment:* Agency and department orientation; First aid/CPR; de-escalation techniques; blood borne pathogens and any other updated training, as required. Attend all staff meetings and in-service training as required.

*Preferred Qualifications:* Bilingual ability (written and verbal) in language used by refugee clients strongly preferred.

**WORK ENVIRONMENT**

Work Environment: Position is in-person in Wasilla office.

Physical Demands: Able to climb stairs and to lift up to 50 pounds

Travel: Must possess a valid driver’s license and auto insurance. Must be able to drive the company car if needed and be comfortable transporting clients to and from appointments.

Location: Delta Junction

_____ <i>Employee Name</i>	/	_____ <i>Employee Signature</i>	_____ <i>Date</i>
_____ <i>Supervisor Name</i>	/	_____ <i>Supervisor Signature</i>	_____ <i>Date</i>