

**Position Title**

Employment Specialist, Financial Opportunity Center

Organization and Program Overview

The Southside Community Development and Housing Corporation is a nonprofit community development corporation based in the Old South District of Richmond, Virginia. SCDHC's mission is to use a holistic approach to create, viable thriving and sustainable communities throughout the Greater Richmond region. SCDHC offers resources, services and programs which encompass areas that affect the quality of life in housing, support in business development and sustainability in employment.

As a Financial Opportunity Center (FOC), SCDHC helps low to moderate income families boost earnings, reduce expenses, and make appropriate financial decisions that lead to asset building through an integrated service model approach. The centers provide individuals and families with services across three critical and interconnected areas: employment coaching, financial coaching and access to public, private and employer benefits.

Position Description

The employment specialist provides direct services to low to moderate-income individuals who are enrolled as Financial Opportunity Center participants. Employment specialists assist clients in preparing for the workforce through education, training, and job readiness preparation. The employment specialist regularly conducts job readiness classes for the community. However, the main focus of their position centers on one on one employment coaching. Examples of services include skills and training needs assessment, resume guidance, mock interviews, career coaching, referrals to education and training programs and job retention and promotion support.

The Employment Specialist will work closely with the financial coach to ensure job prospects will meet the basic budgetary needs of the clients. The Employment Specialist will also work closely with the Benefits and Intake Specialist to ensure that the client is getting assistance across these three major service areas. The Employment Specialist will also serve as the program manager for the entire FOC and report directly to SCDHC's Housing Director.

Responsibilities

- ***Provide one on one employment coaching*** to program participants. The employment specialist should:
 - Conduct a skills and training needs assessment
 - Discuss an employment plan based on the client's employment goals
 - Assist clients in developing a personalized and professional resume
 - Prepare clients for the job search process
 - Prepare clients for the interview and hiring process including conducting mock interviews
 - Monitor job retention and provide services to working clients
 - Coach clients in career advancement to ensure job promotions and an appropriate schedule of pay increases
 - Understand other services offered by the agency, such as the income supports services and financial coaching, and connect the clients to these other services
- ***Outcome tracking***—track the stories and successes of program participants. The employment supports specialist is responsible for:
 - Maintain contact with the client and monitor the status of their employment (e.g. interviewing, working, lay-off, in search of career enhancement)
 - Use Salesforce, a client management system, to document and reflect the outcome of their clients in a timely and accurate manner
 - Update the Combined Financial Assessment (CFA) for their clients to reflect changes to their budget when client experience a change in employment or wages OR alert the financial coach to this change [in instances where the financial coach makes all budget updates--depending on the process at the FOC]
- ***The employment specialist may provide group based education on employment topics***
 - The classes may be part of a larger job readiness class offered by the FOC, or may be occasional workshops to the public
 - Develop workshop materials or tailor existing materials to meet the needs of the community
 - Workshops should be relevant to the community, and may include topics such as: interviewing skills, resume writing, career choices, and more.
- ***Develop relationships with local training and education providers and employers***
 - Build network of training and certification resources for clients
 - Seek out employment and apprenticeship opportunities for clients
 - Establish knowledge of post-secondary educational opportunities
 - Work closely with the Benefits and Intake Specialists to identify grants, scholarships and other resources to cover the cost of the training and education

Qualifications

- ***Bachelor's degree*** from a four year accredited institution
- ***2-3 Years previous experience in workforce development*** preferred
- ***Previous work experience in the social services sector*** preferred
- ***Must be bi-lingual*** (English and Spanish speaking).
- ***Strong communication skills.*** Must be able to communicate effectively with clients during workshop presentations; and with FOC team members.
- ***Previous work experience with the FOC's target population,*** and/or the ability to provide services in a culturally sensitive manner
- ***Proficient in Microsoft Word, Excel, PowerPoint, and resume writing software (WinWay or similar application)***
- ***Internet and Resource Savvy***

Interested applicants should send a resume, cover letter and 3 references to Dianna Bowser at dianna@scdhc.com by January 31, 2019.