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Job Announcement

Title: Career Advisor Lead
Position Status: Full-time, Non-Exempt
Reports To: Manager of Integrated Services
Hiring Range: \$50,833 - \$71,167 per year
Benefits: Full benefits including three weeks of vacation, every other Friday off, paid health days, paid family leave, retirement, health insurance, and more.

Founded in 1982, CWEE's mission is fostering personal and professional transformation for low-income families through confidence building, customized skills training, and career advancement. CWEE believes that regardless of personal situations and other barriers to employment, when an appropriate level of education and support is provided, individuals can and will succeed.

CWEE's commitment to building durable skills and programming that evolve with the changing nature of work remains strong. In 2020, CWEE announced its three year strategic plan which includes: improving and expanding our service delivery model, embracing a culture of organizational learning and continuous quality improvement and growing our private revenue. Given the pandemic, CWEE has accelerated its strategic planning timeline and is now able to offer our programming and services virtually.

SUMMARY OF POSITION

The Career Advisor serves on a cross-functional team committed to supporting low-income parents on their path to self-sufficiency, providing direct supervision to another Career Advisor and a TANF Specialist. This position is responsible for supporting an assigned caseload of participants throughout their time at CWEE and into employment. The Career Advisor Lead, holding expert knowledge in CWEE's available programming, listens to understand the needs and barriers of each participant in relation to their employment goals and co-creates their CWEE plan. The Career Advisor Lead serves as the main point of contact for their participants through regularly scheduled check-ins, building executive functioning skills through a supported coaching approach. This role maintains relationships across the organization, creating warm handoffs to other staff regularly. This position works closely with and supervises a small team to ensure consistent progress towards employment and timely completion of TANF requirements, as applicable.

CWEE is seeking a relationship focused individual with strong communication and coaching skills that can be utilized to provide direct service to participants as well as supervise team members. This role requires a deep knowledge of CWEE programming and a broad understanding of the employment landscape in the Denver metro area.

ESSENTIAL RESPONSIBILITIES

Coaching/Advising (50% of time)

- Interpret, analyze, and prioritize participant needs and goals in order to make recommendations for how to sequence available CWEE programming
- Engage from a place of curiosity, exercising strong skills in listening and empathy
- Respond to emergent needs in a timely manner, quickly shifting focus in support of participant
- Engage in honest conversations and feedback with participant through routinely scheduled check-ins

Participant Assessment and Engagement (20% of time)

- Maintain an individual caseload that is highly variable (averaging 75 participants)
- Conduct interviews to determine participant needs and motivation for engagement
- Assist in identifying short and long term goals, potential barriers, and employment motivators
- Serve as main point of contact for assigned caseload, creating warm handoffs to other staff as appropriate
- Maintain expert knowledge on CWEE programming to develop a tailored employment readiness plan
- In collaboration with Employment Services Specialists, support participants' specific employment goals

Communication (20% of time)

- Participate in regularly scheduled staffings across teams to discuss participant progress; responsible for participant progress in the program
- In collaboration with the Manager of Employment Services and Manager of Integrated Services, engage with a cohort of Career Advisors to ensure best practices and streamline processes and procedures
- Use effective and timely communication strategies and methods to communicate with various stakeholders

Supervision (10% of time)

- Directly supervise two (2) positions: Career Advisor (1) and TANF Specialist (1)
- Maintain ongoing communication with direct reports through regularly scheduled check-ins
- Provide direction through delegation of projects and oversight of workloads
- Develop and motivate using effective coaching skills, engaging in timely conversations around feedback and identifying training needs
- Engage in and provide documentation for performance conversations

JOB QUALIFICATIONS

- Experience in human services, education, workforce development or related setting, preferred
- Demonstrated ability to work with individuals from diverse and economically disadvantaged backgrounds
- Ability to establish and maintain effective working relationships with participants and staff
- Exposure to career and interest inventory assessments and online career research tools, preferred
- Ability to adopt a strengths-based and trauma-informed approach that enables the development of new skills
- Strong research skills and ability to analyze data and synthesize multiple sources of information
- Experience with daily, detailed data entry and outreach with ability to build and utilize complex tracking systems
- Strong computer skills including web-based databases, internet research and advanced knowledge of Microsoft Office applications
- Ability to model professional dress and workplace conduct
- Excellent business writing and oral communication skills
- Deadline oriented with strong ability to follow through on tasks with little supervision

PERSONAL QUALIFICATIONS

- Commitment to CWEE's mission and providing long-term, durable self-sufficiency through quality employment

- Active contributor to a positive work culture built on ongoing learning and continuous improvement
- Willingness and skill to coach employees and address concerns in a timely manner
- Demonstrates leadership through effective problem-solving skills, creativity, and critical thinking
- Flexible, a team player with a commitment to personal and professional accountability
- Excellent skills in listening, empathy and curiosity
- Willingness and skill to engage in difficult conversations in a timely manner
- Solution oriented, able to make timely decisions despite ambiguity
- Proactive self-starter with excellent organizational skills and proven ability to balance multiple tasks and deadlines with attention to detail
- Results driven with strong critical thinking skills
- Strong self-awareness, confidence and integrity

TO APPLY

Send cover letter and resume to careers@cwee.org. Please indicate '*Career Advisor Lead*' in the subject line. Materials will be reviewed and interviews scheduled as qualified applications are received.

NO PHONE CALLS, PLEASE.

CWEE is an Equal Opportunity Employer.

Minorities and individuals dedicated to diversity and multiculturalism are encouraged to apply.
A criminal background check of 7 years is required.