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W cwee.org

Job Announcement

Title: Employment Services Specialist
Position Status: Full-time, Non-Exempt
Reports To: Manager of Employment Services
Hiring Range: \$42,500 - \$59,500 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 Employment Services Specialist provides direct service to CWEE program participants who are preparing for and finding quality employment. Through individualized instruction and career coaching, this role supports participants in developing and applying career readiness skills and techniques to make advancements towards their career goals. The Employment Services Specialist supports engagement opportunities for career seekers to connect with employers and contributes to the department's program evaluation and strategy with an emphasis on helping career seekers find quality employment aligned with their career goals.

CWEE is seeking an individual with a broad understanding of employment needs across a variety of industries. This role is committed to supporting participants on their path to obtaining quality employment that meets their needs and appreciates specialization in areas of vocational support.

ESSENTIAL RESPONSIBILITIES

Employment Services (40% of time)

- Support participants on their path to employment
- Maintain awareness of best practices in career development and labor market trends, ensuring CWEE's curriculum and approaches to obtaining employment are cutting-edge
- Support participants through the process of preparing for employment which may include: providing timely feedback on documents and coaching on interview skills
- Collaborate regularly with Engagement Manager, maintaining awareness of CWEE's active partnerships with quality employers and training providers
- Create and maintain access to resources to support participants in finding quality employment and training aligned with individual career goals
- Maintain detailed records of participant progress through program using CWEE's client management and outcome tracking systems
- Contribute to the achievement of monthly, quarterly and annual employment related goals

Coaching (40% of time)

- Engage early in CWEE's programming to support participants on next steps toward specific employment goals, supporting the work of the Career Advisors with specific knowledge of the employment landscape
- Coach participants to set and achieve appropriate employment objectives by collaborating with Career Advisors on short and long term goals, obstacles, determining occupational qualifications and mapping out strategies
- Effectively manage and motivate career seekers using a variety of strength-based strategies to achieve appropriate employment objectives
- Support career seekers by modeling a professional, positive and focused relationship and setting appropriate boundaries

Communication (20% of time)

- Participate in regularly scheduled staffings across teams to discuss participant progress; responsible for employment coaching
- Through collaboration with other teams, share out on employment landscape and specific industry requirements as relevant to participant success
- Use effective and timely communication strategies and methods to communicate with various stakeholders

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, staff and employer and training partners
- Exposure to career and interest inventory assessments and online career research tools, preferred
- Ability to adopt and apply a strengths based and trauma-informed approach
- Experience with daily, detailed data entry and outreach
- Strong computer skills including web-based databases, internet research and advanced knowledge of Microsoft Office applications
- Strong research skills and ability to analyze data and synthesize multiple sources of information
- Ability to model professional dress and workplace conduct
- Excellent business writing, public speaking and group facilitation 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
- 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 '*Employment Services Specialist*' 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.