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## Job Announcement

<b>Title:</b>	<b>Community Programs Career Advisor</b>
<b>Position Status:</b>	Full-time, Non-Exempt
<b>Reports To:</b>	Community Programs Lead Career Advisor
<b>Hiring Range:</b>	\$42,500 - \$59,500 per year
<b>Benefits:</b>	Full benefits including three weeks of vacation, every other Friday off, paid health days, paid family and medical leave, retirement match, health, dental and vision insurance, healthcare and dependent care flexible spending accounts, life insurance and disability benefits

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 2021, due to the pandemic, CWEE accelerated its 2020 strategic plan and strengthened the team and organizational culture, brought more CWEE to more people through the establishment of a virtual program and grew revenue to support demand. In December 2021, CWEE announced an updated three-year strategic plan, Blueprint 2.0, which includes: embracing a culture of organizational learning and continuous quality improvement; adapting and optimizing programming; and long-term sustainability.

### SUMMARY OF POSITION

The Career Advisor for Community Programs serves on a team of two committed to supporting low-income individuals on their path to self-sufficiency. This position is responsible for initial outreach and recruitment and supporting an assigned caseload of participants throughout their time at CWEE and into employment. The Career Advisor, 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 serves as the initial point of contact for all Community Program inquiries and the main point of contact for an assigned caseload of participants. This role engages 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 and supports ongoing reporting alongside the Community Programs Lead Career Advisor.

CWEE is seeking a relationship focused individual with strong customer service and coaching skills. This role requires a deep knowledge of CWEE programming and the ability to engage prospective CWEE participants to determine if we are the right program to meet their education and employment goals.

### ESSENTIAL RESPONSIBILITIES

#### Coaching/Advising (60% of time)

- Interpret, analyze, and prioritize participant needs and goals to make recommendations for how to sequence CWEE programming/services
- 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
- Maintain a highly variable individual caseload (averaging 50 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
- Conduct basic needs assessment with participants to identify and connect participants to resources
- Initiate referrals both internal and external to CWEE with a focus on removing barriers to employment and to support participation in the CWEE program

#### **Referrals and Outreach (20% of time)**

- Serves as first point of contact for all referrals (rolling, approximately 40 new referrals per month), conducts multiple outreach attempts by phone
- Screens for eligibility, describes next steps and expectations, and schedules enrollment
- Shares an introduction to CWEE, understands and effectively conveys benefits of CWEE programming to participants with diverse professional backgrounds and needs
- Maintains all referral data to support regular review and analysis of CWEE referrals, contributes to refining recruitment strategy

#### **Communication (20% of time)**

- Participate in regular cross-team staffings to discuss participant progress; responsible for participant progress in the program
- 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 and staff
- 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
- 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
- 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

#### **WORK ENVIRONMENT**

- Must be located in the State of Colorado by the agreed upon start date
- All staff must be fully vaccinated against COVID-19 and provide proof of vaccination on the first day of employment; reasonable accommodations will be made for those with medical reasons or sincerely held religious beliefs
- While CWEE remains remote at the time of this posting, this position will eventually operate in a hybrid fashion, both in-person and remotely
- Willingness to work a varied schedule beyond core office hours, including occasional evening and weekend hours with advance notice
- Ability to attend meetings and events within the Denver Metro area

#### **TO APPLY**

Send cover letter and resume to [careers@cwee.org](mailto:careers@cwee.org). Please indicate 'Career Advisor' 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.