



## Job Announcement

<b>Title:</b>	<b>Program Advisor</b>
<b>Position Status:</b>	Full-time, Non-Exempt
<b>Reports To:</b>	Program Advisor Lead
<b>Hiring Range:</b>	\$46,250 - \$60,125 - 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, disability benefits, comprehensive parenting benefits through Maven and a CWEE-issued laptop

Founded in 1982, the Center for Work Education and Employment (CWEE) is one of Denver's leading workforce and anti-poverty organizations. CWEE provides personal and professional support to address each career seeker's unique challenges and to facilitate a supportive path to long-term employment success. CWEE's mission is to foster 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.

The values that drive CWEE's mission of helping individuals succeed also drive CWEE's approach to organizational management and employee development. CWEE embraces a culture of organizational learning and continuous quality improvement while centering trauma-informed care and wellness at all levels of the organization.

### SUMMARY OF POSITION

The Program Advisor serves on a cross-functional team committed to supporting low-income parents on their path to self-sufficiency. This position is responsible for supporting an assigned caseload of participants throughout their time at CWEE and into employment. The Program Advisor, holding expert knowledge in CWEE's available programming and Temporary Assistance for Needy Families (TANF), listens to understand the needs and barriers of each participant in relation to their employment goals and co-creates their CWEE plan. The Program Advisor serves as the main point of contact for participants through regularly scheduled check-ins, engaging and motivating them to make positive change through a goal directed process. The Program Advisor role maintains relationships across the organization, inviting in other staff regularly. The Program Advisor works closely with a team consisting of a Program Advisor Lead and Program Advisors 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 motivational coaching skills. This role requires a deep knowledge of CWEE programming.

### ESSENTIAL RESPONSIBILITIES

#### Participant Assessment and Engagement (30%)

- Maintain current and accurate electronic records and physical files as case manager of record and in compliance with federal, state, county, agency and organizational requirements for an individual caseload that is highly variable (averaging 50 participants)
- Conduct enrollments to determine participant needs and motivation for engagement

- Assist in identifying short and long term goals, potential barriers, and employment motivators; responsible for participant progress in the program
- Responsible for educating participants on TANF requirements by outlining expectations and supports and creating individualized plans (IPs)
- Responsible for monthly timesheet coding and data entry
- Conduct needs assessments with referred 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
- Serve as main point of contact for assigned caseload, inviting in other staff as appropriate
- Maintain expert knowledge on CWEE programming to develop a tailored employment readiness plan

#### **Participant Coaching/Advising (45%)**

- Interpret, analyze, and prioritize participant needs and goals in order to make recommendations for how to sequence available CWEE programming
- Facilitate a nonjudgmental, goal-directed process utilizing a motivational rather than compliance driven approach
- 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
- In providing resources and supportive services, utilize a coaching approach that seeks to build executive functioning skills and develop resource navigation skills

#### **Communication (20%)**

- Participate in regularly scheduled staffing meetings across teams to discuss participant progress, responsible for TANF compliance
- In collaboration with the Manager of Integrated Services and the Education and Employment Program Manager, engage with a cohort of Program Advisors to ensure best practices and streamline processes and procedures
- Use effective and timely communication strategies and methods to communicate with various stakeholders
- Actively participate in projects and working committees internal and external to CWEE

#### **Professional Growth and Wellness (5%)**

- Regularly reflect on progress toward professional goals, both individually and with supervisor, identifying and following through on learning opportunities
- Identify opportunities to mitigate stress

#### **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
- Familiarity with and/or openness to motivational coaching strategies
- 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

- 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 of providing long-term, durable self-sufficiency through quality employment
- Active contributor to a positive work culture built on ongoing learning, continuous improvement and attention to wellness
- 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**

- CWEE operates in a hybrid workplace model that balances the responsibilities of being a direct service organization with the benefits of a flexible work environment; the functions of this role require onsite presence at CWEE's offices located in Denver, Colorado

#### **TO APPLY**

Send cover letter and resume to [careers@cwee.org](mailto:careers@cwee.org). Please indicate '*Program Advisor*' in the subject line. Materials will be reviewed and interviews scheduled as qualified applications are received. Priority will be given to applicants who apply by July 1<sup>st</sup>, 2024.

#### **NO PHONE CALLS, PLEASE.**

CWEE is an equal opportunity employer and is committed to a policy of non-discrimination and equal opportunity for all qualified applicants. If you have a disability and require reasonable accommodation to ensure you have a positive experience applying or interviewing for this position, please direct your inquiries to [careers@cwee.org](mailto:careers@cwee.org). Applicants of any and all backgrounds are encouraged to apply. CWEE is also dedicated to building a diverse and inclusive workplace. If you're excited about this role and your past experience doesn't align perfectly with the requirements in the job description, we encourage you to still apply. You might be the right candidate for this or other roles within the organization.

A criminal background check of 7 years is required and CWEE will consider for employment all qualified applicants with criminal histories in a manner consistent with applicable law.