

JOB ANNOUNCEMENT

Job Title: Overcoming Background Barriers & Process Improvement Specialist
Department: Employment Program
Reports to: CommunityWorks Project Assistant Program Manager
Primary Site: CWP @ East County Family Service Center - 11826 Glisan Street
Secondary Site: CWP @ SE Branch DHS 8129 SE Malden Street
Hours: Full-Time (40 Hours per week), Non-Exempt, Hours between M-F, 8-5
Status: Permanent
Compensation: \$19.33-\$21.14/hour DOE, plus generous benefits package
Driving: Required

Want to help make a difference? For 30 years, Human Solutions has been working to break the cycle of intergenerational poverty by empowering families and helping them build pathways out of poverty. Our comprehensive programs give people the skills and resources they need to be successful. Our programs include services for homeless families, eviction prevention, supportive services, employment services, energy assistance, and the development and operation of affordable housing.

Diversity, inclusion and equity are fundamental values for Human Solutions, both internally and externally. HSI has a Diversity Committee, which serves as a sounding board for new internal policies and procedures to make sure that we're taking into account diversity and inclusion. It also helps with diversity-related projects, such as coordinating staff diversity trainings and providing ongoing input into our equity planning.

Human Solutions is working to end homelessness and poverty in our community because everyone deserves a safe place to call home.

What Human Solutions Can Offer You: We offer a comprehensive array of benefits in support of your physical, emotional and financial well-being. A few highlights:

- Employer paid premiums for employee health insurance.
- Generous paid time off, 11 paid holidays, a floating birthday holiday and the ability to maintain a great work/life balance.
- Employer paid premiums for short-term and long-term disability insurance and life insurance.
- Access to an employee assistance program.
- Flexible spending accounts for health and for dependent care.
- Professional development opportunities, including employee driven committees and monthly optional staff workshops.
- Access to wellness initiatives and resources including things such as walking groups, yoga classes at two office locations and workshops on stress management, self-care and healthy living.
- Opportunity to contribute to a 401k retirement plan with a 2% employer match after three months of employment.

SUMMARY:

This position is stationed at Community Works Project (CWP). At Community Works Project, Human Solutions is one of 6 community-based organizations that provide job preparation and placement services to Temporary Assistance to Needy Families (TANF) participants who are participating in Job Opportunities Basic Skills (JOBS) program. CWP is located on-site at the Department of Human Services (DHS) East County Family Service Center. This position will have two primary roles: 1) help participants with criminal backgrounds through Overcoming Background Barriers activities such as: employment readiness classes, and coaching. 2) Work closely with Business Services Coordinators generating job leads for OBB clients.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Facilitate regularly scheduled Overcoming Background Barriers workshop and update curriculum as needed.
2. Research and stay apprised of local laws, policies, and resources to provide accurate information and advice to participants regarding criminal backgrounds and employment.
3. Maintain working knowledge of various employers' policies regarding candidates with criminal history.
4. Work with Business Services Coordinators and community employers to develop employment opportunities for participants with criminal backgrounds.
5. Work with CWP team to obtain participant referrals for background services.
6. Maintain regular communication with CWP team regarding participants' progress.
7. Track and report data on participant participation in workshops and individual appointments.
8. Have participant's complete authorization for background checks accurately; run background checks for participants.
9. Meet individually with participants to go over criminal background report, including record of expunction eligibility, help to create job search strategy or career mapping with ST team and WFS considering employment restrictions due to background with forecasted expungement and charges that are inexpungable, write employment disclosure statements, help participants prepare verbal disclosures, and go over other community resources the participant may need.
10. Organize and teach Skills Development classes and workshops based on developed curriculum in interactive and engaging manner.
11. Facilitate fun and interactive workshops to engage participants in their own development.
12. Work in small groups and individually with participants to help them progress on their individual plans.
13. Establish and maintain regular and effective communication with Workforce Specialists responsible for customers' participation in JOBS program to ensure their access and support navigating program and other community resources and services.
14. Role model work appropriate behavior at all times and coach participants on how to present themselves in the workplace.
15. Effectively utilize Community Works partners' leveraged resources to remove participants' barriers to employment opportunities and increase their chances to become self-sufficient. Bring understanding of home agency and targeted community to ensure wraparound service options for all Community Works participants.
16. Bring understanding of home agency and targeted community to ensure wrap around service options for Community Works customers

17. Participate in trainings and team meetings to ensure project outcomes achievement.
Encourage open communication and team approach to project activities with a customer service approach.
18. Conduct participant satisfaction surveys on a regular basis.
19. Participate in staff meetings, trainings, committees, and volunteer activities to support Human Solutions goals and ensure project outcome achievement.
20. Other duties as assigned.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS

Any combination of education and experience that demonstrates the ability to perform the duties of the position is qualifying. This would typically include:

1. Bachelor's Degree in social service/social sciences field with at least six (6) months experience providing background-related and/or educational services; or any combination of education and work experience in social services, employment development and case management totaling one year.
2. Experience serving individuals with criminal backgrounds.
3. Working knowledge of the barriers faced by individuals with criminal backgrounds in finding employment, as well as their rights and some of the resources available for overcoming those barriers.
4. Experience teaching or facilitating workshops.
5. Experience providing direct, one-on-one service to vulnerable populations.
6. Experience working with diverse communities.
7. Knowledge of the local job market and concerns of employers.
8. Ability to function in a positive manner in a demanding work environment, to demonstrate a high degree of flexibility, to respond to priorities and schedules that change frequently.
9. Ability to meet multiple, sometimes conflicting deadlines.
10. Strong analytical and decision-making abilities.
11. Ability to deal with distressed and/or demanding participants and employees in an effective manner.
12. Experience and ability to work in a multi-cultural, multi-ethnic diverse environment.
13. Ability to work in a fast paced environment and make good judgments as it pertains to participants.
14. Ability to maintain a high level of confidentiality.
15. Strong skills in intercultural, interpersonal and organizational communication.
16. Ability to communicate in a positive manner verbally, in writing, and by phone.
17. Ability to communicate with a variety of personality types and levels of the organization as well as with persons outside of the organization.
18. Ability to listen for understanding and assist in problem solving.
19. Ability to prepare clear, accurate and concise reports.
20. Ability to be punctual, maintain good attendance, and be able to work flexible hours to meet the availability of participants.
21. Ability to use basic office equipment, telephone, copy machine, fax machine, and computer.
22. Ability to sit, stand, walk, drive, talk on the phone and/or use computer for long periods of time.
23. Possession of a valid driver's license and verification of current auto-insurance, and have full use of automobile during work hours.

TO APPLY

Please send resume with cover letter and contact information for three professional references to: Ciaran Flores, Assistant Program Manager, via email to ciaranf@communityworksNW.org. This position is open until filled. Please no phone calls.