



HumanSolutions
Building Pathways Out of Poverty

**COMMUNITY
WORKS
PROJECT**
Self-sufficiency through employment

POSITION:	Employment & Engagement Specialist (Career Coach)
AREA OF SPECIALIZATION:	Vocational Training
PROGRAM:	Community Works Project (CWP)
STATUS:	Full-Time, Non-Exempt
COMPENSATION:	Starting salary \$18.07 - \$19.76/hour, DOE, plus generous benefits package
SCHEDULE:	40 hours per week, Monday – Friday, 8am to 5pm
LOCATION:	This position serves two locations: DHS East Branch Office, 11826 NE Glisan Street, Portland OR 97220 and DHS Southeast Branch Office, 8129 SE Malden St, Portland, OR 97206
REPORTS TO:	Employment & Engagement Supervisor

Want to help make a difference? Human Solutions counters the forces that keep people and communities in poverty by building relationships and assets that create opportunity - today and for future generations.

We partner with people and communities impacted by poverty so they can achieve long-term housing and economic security. We invest in affordable housing and community assets that contribute to strong, inclusive neighborhoods. We advocate with our community for policies and investments that expand housing and economic opportunity, eliminate wealth inequality and end poverty.

East Portland/East Multnomah County, Oregon is our home and the heart of our investments, advocacy and programs.

Human Solutions envisions vibrant, healthy neighborhoods where all people can share in the security, hopes and advantages of a thriving, supportive community.

Human Solutions operates as a nimble, financially strong organization driven by our passion, strategic goals and [guiding principles](#).

Diversity, inclusion and [equity](#) are fundamental values for Human Solutions, both internally and externally. HSI has an Anti-Oppression 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 work.

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.
- A six-week paid sabbatical after every seven years of consecutive employment with HSI.

SUMMARY: The Community Works Project (CWP) is a 6-agency collaborative project providing job preparation and placement services to Temporary Assistance to Needy Families (TANF) participants who are participating in Job Opportunities Basic Skills (JOBS) program. CWP serves two Department of Human Services (DHS) locations.

This position is expected to serve both DHS locations, during the DHS hours of business (with flexibility to meet and respond to participants' needs outside those hours/locations on an exceptional basis). Employment & Engagement Specialists at CWP are responsible for guiding their participants toward stabilization and self-sufficiency through individualized plans focused on job readiness and placement and assistance with referrals and navigation of services for other non-medical needs (e.g. housing, child care, etc.).

ESSENTIAL DUTIES AND RESPONSIBILITIES: Include some or all of the following. Other duties and responsibilities may be assigned.

- Compile and study occupational, educational, and economic information to assist participants in determining and carrying out vocational and educational objectives.
 - Establish connections with local short-term training vocational opportunities that match participant's interest and needs.
1. Provide workforce and stabilization case management to referred JOBS participants, including intakes, assessments, Employment Plan development, job search and placement, work readiness, skill building activities, and referral to other non-medical services.
 2. Conduct comprehensive intakes for participants that build rapport, ensure the participants fully understand the program and its services, and put participants' goals front and center in the planning process.
 3. Refer participants to employment and volunteer opportunities or guide them in creating their own opportunities in the community.
 4. Compile and study occupational, educational, and economic information to assist participants in determining and carrying out vocational and educational objectives.
 5. Establish connections with local short-term training vocational opportunities that match participant's interest and needs.
 6. Effectively utilize CWP partners' leveraged resources to remove participants barriers to employment opportunities and increase their chances to become self-sufficient.
 7. Bring understanding and share resources from home agency and targeted community to ensure effective wrap-around service options for all CWP participants.
 8. Track participants' attendance and activities through multiple database systems.
 9. Regularly communicate with DHS case managers on JOBS participant's activities, progress and challenges through IM, TRACS, phone calls, emails, and regular meetings.
 10. Participate in trainings and meetings as required to ensure project outcomes achievement.
 11. Submit weekly and monthly reports on a strict timeline.

12. Facilitate CWP orientations and teach classes on topics such as resume building, cover letter writing, Microsoft Word and Excel, as well as other skills building courses, as needed.
13. When necessary, cover workload of colleagues in their absence.

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. Experience with case management, pre-employment activities and job search development, especially for people of color and other marginalized groups.
2. Knowledge of the local job market and concerns of employers.
3. 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.
4. Ability to meet multiple, sometimes conflicting deadlines.
5. Strong analytical and decision-making abilities.
6. Ability to deal with distressed and/or demanding participants and employees in an effective, participant-centered, manner.
7. Ability to work in a fast paced environment and make good judgments as it pertains to participants.
8. Ability to maintain a high level of confidentiality.
9. Strong skills in intercultural, interpersonal and organizational communication.
10. Ability to communicate in a positive manner verbally, in writing, and by phone.
11. Ability to communicate with a variety of personality types and levels of the organization as well as with persons outside of the organization.
12. Ability to listen for understanding and assist in problem solving.
13. Ability to prepare clear, accurate and concise reports.
14. Be punctual, good attendance, and be able to work flexible hours to meet the availability of participants.
15. Ability to use basic office equipment, telephone, copy machine, fax machine, and computer.
16. Ability to sit, stand, walk, drive, talk on the phone and/or use computer for long periods of time.
17. Possess a valid driver's license and verification of current auto-insurance, and have full use of automobile during work hours.
18. Participate in staff meetings, trainings, committees, and volunteer activities to support agency's goals.

EDUCATION and/or EXPERIENCE:

- Bachelor's Degree in social service/social sciences field with at least six (6) months experience providing workforce development services; or any combination of education and work experience in social services, employment development and case management totaling four years.
- Experience with pre-employment activities and job search development.
- Knowledge and/or experience of vocational and/or placement counseling for immigrant and refugee populations. Knowledge of the local job market and concerns of employers. Knowledge or willingness to learn about other services that meet participants' needs.

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.