



GOODWILL HOUSTON

JOB DESCRIPTION

Job Title: Career Navigator (Life Launch 2.0)

Department: Workforce Development (WFD)

Reports to: Program Coordinator

FLSA Status: Exempt

Mission Support:

To help people achieve their full potential through the dignity and power of work. The sale of donated and new goods at Goodwill Houston (GWH) enables the organization to offer a variety of training and employment services, promote self-sufficiency and contribute to community conservation through repurposing, reusing and recycling.

Position Summary:

The Life Launch is a re-entry demonstration project for young adults 18-24 years old. The position will assist participants in exploring and enrolling in the identified career pathways with the outcome being employment in the target industry. This program also provides workforce development services such as work readiness programs and job placement services to assist individuals with disabilities and other barriers to employment in the achievement of their maximum vocational potential. These services must be responsive to the objectives of participants, funding agencies and employers; in compliance with regulatory and accreditation standards; and operated with financial efficiency.

Essential Duties and Responsibilities:

Outreach and Sourcing:

- Conduct participant and employer outreach and actively research opportunities to assist participants entering employment in the career pathway chosen.
- Identify and solicit commitments from possible sources of employment/ apprenticeships from area employers in the targeted industry.
- Develop and maintain relationships with prospective stakeholders who include but not limited to participants, parole/probation officers, training site vendors, educational partners, internship sites and employers.
- Attend industry meetings and events to maximize communications and gain detail understanding of sector and employment opportunities.

Case Management/ Career Navigation:

- Provide wrap around case management for participants in the re-entry program.
- Work with participants to determine specific needs, assist in accessing resources of partner agencies.
- Coordinates directly with staff of other agencies and monitors participant's successful access of service.
- Monitor's participant's progress that includes facilitation weekly soft skills/job readiness classes, prompt response to participant's issues, site visits and follow up on Individual development plan goals.
- Make recommendation for tutoring and additional resources needed for participant's successful completion of HSD/Equivalent if needed.
- Assist participants in enrollment and registration process at post-secondary/ vocational institution in line with career plan.

- Conduct service coordination meeting with stakeholders to review participant's progress in the program.

Program Administration:

- Track all job development activities, workshops, classes, internships and all case management activities in multiple databases (JIMS, YO-MIS, Case Worthy, Goodtracks)
- Ensures data accuracy in databases for assessments, enrollments, case-management services, 30, 60, 90, 180, 270, and 365-day follow up, referrals, Individual Development Plan (IDP) and career pathway training updates.
- Build and maintain participant's case files.
- Submit all required and/or requested documentation/ reports/paperwork by assigned due dates.
- Build relationships with appropriate departments and staff to enhance the job readiness/training.
- Document experience of each participant and facilitate progress towards completion of training and successful employment and financial goals.
- Support other workforce development activities to include the completion of workbooks (new and updates on existing books), conducting job readiness classes, conduct financial and digital literacy classes, and coordinate referrals to virtual financial coaching using the Change Machine platform.
- Perform other duties as assigned.

Minimum Qualifications:

- Bachelor's degree (Master's preferred) in career development, education, marketing, psychology, communications, social services, or equivalent experience required.
- Demonstrated experience in career development, job development and job placement required.
- Ability to develop and facilitate engaging career development related workshops to groups.
- Previous experience developing relationships with prospective employers required.
- Effective human services skills such as coaching, mentoring, supervision, motivation, and tracking of such services required.
- Demonstrated organizational and office skills in developing, managing and tracking program materials, processes, and procedures.
- Demonstrated sensitivity to the needs of students.
- Ability to personify a pleasant and friendly atmosphere to the general public, staff, and faculty.
- Ability to communicate effectively both orally and in writing.
- Self-directed and motivated.
- Effective team player.
- Very comfortable and adept at using computer and mobile computing technology like Wi-Fi, laptops, smart phones, Microsoft Office products, Google web-based products, databases, etc.
- Ability to effectively transition between multiple work locations.

Key Performance Indicators:

- Recruit and enroll 50 opportunity youth within 12 months of active phase of grant.
- Meet program participant training and employment outcomes within 12 months.
- Maintain 30 active young adults on caseload by ensuring progress in program.
- Capture 4 new employer relationships monthly using employer profiler.
- Work towards overall grant strategic plan goals.

Physical Requirements/Work Environment:

- Able to sit, stand, bend and reach.
- Able to lift, push, pull up to twenty-five (25) pounds with no support regularly

I understand this job description, requirements and that I am expected to complete all assigned duties. I understand that the job functions may change, and I may be transferred to another location at the discretion of Management.

I have read this job description, and I will be able to perform the essential functions of this position with or without an accommodation.

Team Member: _____ Date: _____

Manager: _____ Date: _____

Job description subject to change.