**Job Description**

**Job Title:** Employment Specialist **Department:** Workforce Development

**Reports to:** Employment Services Manager **Effective Date: *6/10/2024***

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| **Guiding Principle:** | The St. Francis House Philosophy of Care commits us to providing trauma-informed, recovery-oriented and person-centered care. It guides everything we do at St. Francis House (SFH) – how we work with Guests and how we work together as an entire agency and community. Each staff person is expected to learn, understand, and apply these principles in their everyday work. |
| **Job Summary:** | As part of our comprehensive Work Force Development Department focused on assisting clients to increase their income, the Employment Coach provides job development services including vocational assessments, coaching on job search techniques, assistance with job placement and retention support. As part of SFH integrated services, the Employment Specialist works collaboratively and holistically to stabilize individuals in income, housing, and behavioral health. |
| **Supervisory Responsibilities:** | * None
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| **Essential Duties/Responsibilities:** | * Engages individuals experiencing homelessness, promotes earned income opportunities, and provides employment services or connects them to other services within workforce development department, including MassHire referral.
* Works collaboratively with guests on caseload to create individualized employment plans with identifiable wraparound resources to support participants’ achievement of income stability.
* Provides coaching in effective job search techniques, including skillfully developing resumes and cover letters portraying each individual’s work experience, knowledge, skills and abilities
* Assists participants to identify employment opportunities and provide job placement assistance.
* Conducts housing pathways assessments to align income maximization needs with the individual’s identified housing pathway and support individuals to making progress on that housing pathway.
* Provides guidance that helps participants identify behaviors that may create barriers to getting or advancing in a job and provides direct support or referrals to resources to address identified barriers.
* Ensures that participants have a realistic and supportive plan in place for a smooth transition to employment.
* Collaborates with internal and external resources to support participants’ ability to exit homeless and achieve stabilization of housing goals.
* Meets with participants in a variety of different settings such as SFH, virtually/electronically, other shelter or community sites.
* Keeps accurate records of work with participants in all required databases, including but not limited to referrals made, services provided, progress toward goals, and contract-specific details.
* Self-monitors performance to insure measurable progress with participants and adherence to contract requirements, departmental goals, and/or agency-wide outcomes.
* Adheres to agency code of conduct.
* Performs other duties as assigned
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| **Required Skills/Abilities:** | * Proficiency in English.
* Excellent verbal and written communication skills.
* Basic understanding of and commitment to taking a person-centered, recovery-oriented, and trauma-informed approach.
* Proven ability to engage and support vulnerable individuals as well as motivate and guide them towards planning for and fulfilling short and long-term goals.
* Proficiency with Microsoft Office Suite.
* Bilingual (Spanish) a plus.
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| **Education and Experience:** | * High School diploma or equivalent required.
* Higher education in human services, counseling, or related field, preferred.
* Experience providing case management services, employment, career counseling, job training or other workforce development related services, preferred.
* Experience working with vulnerable populations required.
* Lived experience of homelessness and/or recovery a plus.
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| **Physical Requirements:****Work hours, Equipment used** | * Prolonged periods of sitting at a desk and working on a computer.
* Some off site work required.
* Workweek: Monday – Friday between the hours of 8:00 am to 4:00 pm.
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| **Essential Personnel:****(Employee who is designated to work during a business closure or limited closure in order to meet operational requirements.)** | * No
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| **Accommodation and EEO:** | SFH is an Equal Employment Opportunity Employer is committed to a diverse and inclusive workforce where all staff can reach their fullest potential. We welcome – everyone who have lived experience of homelessness and/or recovery, and those who have faced historic barriers to competitive employment, in particular Black, Indigenous, and People of Color (BIPOC), and those who are multi-lingual or multi-cultural and members of the LGBTQ+ community. Reasonable accommodations may be made to enable individuals with disabilities to perform these duties. |

This job description is subject to change and does not restrict management’s right to assign or reassign duties and responsibilities to this job at any time.

***Completed by Human Resources only:***

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| FLSA Status: [ ] Exempt [x] Non-exempt[x] Full-Time [ ] Part-Time; \_\_\_\_\_\_\_\_\_ Hours per week ***Salary Range: Low*** $47,500 per year ***Medium*** Click here to enter text.  ***High*** $52,250 per year***Job Tier: \_*** 4B­**\_\_** |