



JOB DESCRIPTION

Job Title: Employment Essentials Instructor and Workforce Specialist	Department: Compliance and Programs
Reports to: Compliance and Program Manager	Job status: Exempt Salary Range:

JOB SUMMARY

The Employment Essentials Instructor and Workforce Specialist is responsible for preparing HopeWorks clients for the workforce, as well as assisting clients' transition into the workforce. Through timely communication with clients and staff they assist clients from all HopeWorks departments as they begin or continue their engagement with HopeWorks.

The Employment Essentials Instructor works with the Program Manager to ensure that all essential job functions are met. The Employment Essentials Instructor will arrange and facilitate all activities associated with carrying out the Employment Essentials class, including recruiting and assessing potential students, coordinating all class-related activities, coordinating care and services with HopeWorks staff, and coordinating volunteers. The Employment Essentials instructor will be responsible for documenting client contacts in the database. They will participate in staff meetings and other relevant meetings associated with client care.

This individual should model HopeWorks values and ethics. To be effective in this position, one must be caring, empathic, conscientious, confidential, culturally-sensitive, and client-centered. This individual should adhere to professional standards as outlined by rules and regulations governing their profession.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Arrange and facilitate Employment Essentials classes:

Employment Essentials Instructor

- Facilitate numerous Employment Essentials classes throughout the year at various HopeWorks sites.
- May serve as Men's Personal and Career Development facilitator as needed.
- Create/utilize material that is culturally-sensitive and designed to meet students' needs, develop their personal growth, and help them prepare for obtaining and maintaining employment.
- Coordinate all class related activities.
- Update and modernize curriculum and resources as necessary.
- Coordinate with Adult Basic Education site leads to recruit clients for new classes and finalize the details of classes at each site.
- Coordinate the schedule of classes, verify with supervisor, and share schedule with Adult Basic Education site leads and other HopeWorks staff as necessary.

- Timely communicate with HopeWorks staff regarding clients to assist with transition into the workforce.
- Organize client intakes for each Employment Essentials class with the Case Management Department.
- Track the necessary client data through CoactionNet software, Google software, and physical documents.
- Analyze data for the purpose of communicating class results with HopeWorks staff and identifying necessary improvements for Employment Essentials.

Workforce Specialist

- Provide Workforce services (maintain Workforce caseload) for approximately 40% of Employment Essentials clients from each cohort (depending on Workforce Department demands).
- Create and update resumes for clients in the workforce process.
- Assess student interests, abilities, and values to properly assist them with their job search.
- Communicate with the Workforce Coordinator to identify job opportunities for clients of the Workforce Department.
- Attend weekly Workforce Department meetings to communicate with other members about how to better serve clients.
- To best serve the client and ensure success, communicate regularly with clients of the Workforce Department and maintain engagement throughout the workforce process.
- Contribute to one Workforce Department Lunch and Learn twice per year.

Recruit and Assess Potential Students:

- Coordinate efforts to recruit potential students.
- Interview potential students.
- Assess and address motivational, behavioral, substance abuse, mental health, and psychosocial issues.

Coordinate Care and Services with HopeWorks Staff:

- Partner with the Manager of Programs and Lead Case Manager to provide excellent care to each program participant.
- Communicate concerns/progress with HopeWorks staff as well as other staff who provide services to the participant.
- Maintain up-to-date records in the CoAction database regarding interactions with clients.
- Participate in staff meetings and other meetings related to the care and service of Employment Essentials participants.
- Produce relevant documentation, correspondence, and statistical information as needed.
- Seek and collaborate with community partners who can assist us in providing outstanding care and education to our participants.

Coordinate and communicate with volunteers:

- Partner with Community Engagement Coordinator in recruiting, training and organizing volunteers.
- Arrange volunteers to serve as Faith Encouragers
- Arrange volunteers to assist with other aspects of Employment Essentials classes as needed.
- Communicate with volunteers.

Commit to personal professional development:

- Continue to grow and develop as an Employment Essentials instructor by committing to read relevant information, participate in classes, webinars and seminars and/or watching educationally relevant material.
- Perform other duties as requested.

EDUCATION & RELATED WORK EXPERIENCE**Education Level:**

Bachelor's degree in Social Work or Counseling preferred.
 Related educational background considered (Criminology, Criminal Justice, Psychology, Ministry, Education)

Years of Related Work Experience:

2-3 years minimum experience preferred.
 Experience in group facilitation, working with individuals who are under-resourced or who have criminal backgrounds is beneficial.

REQUIRED SKILLS AND KNOWLEDGE**REQUIRED PREFERRED**

	REQUIRED	PREFERRED
Able to effectively facilitate groups.	X	
Able to treat all participants with unconditional positive regard.	X	
Able to create, locate, and facilitate curriculum designed to help participants prepare to obtain and maintain work, grow socially, economically and spiritually.	X	
Able to develop healthy, growth-promoting relationships with participants	X	
Able to write and speak well	X	
Able to maintain client confidentiality	X	
Able to maintain records, data, and information	X	
Able to exercise judgement regarding matters of significance	X	
Able to model high standards of ethical and moral behavior and speech.	X	
Able to communicate and work effectively with a team	X	
Able to coordinate multiple activities.	X	

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

Specific workplace conditions and/or physical abilities that are related to and/or required by this job

- Must be able to walk, stand, and/ or sit for long periods of time.
- Must be able to carry up to 30 lbs. (Participant files)
- Must be able to work inside a correctional environment.

- Must possess a valid driver's license and car insurance.
- Must be drug free and have the ability to pass a drug screen.
- Must be able to work in all weather conditions.
- Must travel throughout the city of Memphis and Shelby County communities.

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. HopeWorks may change the specific job duties with or without prior notice based on the needs of the organization.

ACKNOWLEDGEMENTS	
Creation Date: February 2, 2021	Revision Date: January 10, 2023
Supervisor: I have approved this job description and reviewed with my employee.	
Signature:	Date:
Employee: I have reviewed this job description with my supervisor and acknowledge receipt.	
Signature:	Date:
Human Resources:	
Signature:	Date: