CHINESE AMERICAN SERVICE LEAGUE JOB DESCRIPTION

Title: Employment Counselor II
Grade: 5B

Reports To: Adult Employment Program Coordinator
FLSA Status: Non-Exempt

Supervises: None

Date Written: 8/2018
Date Revised: 6/05/2020

POSITION SUMMARY

The Employment Counselor II reports to the Adult Employment Program (AEP) Coordinator and provides a range of employment preparation and job placement services to individuals within agency policies and program, demonstrates skills to assess employment barriers and employment service needs, develops employment service plans, consistently tracks the progress of customers achieving employment goals, and evaluates the effectiveness of services given to own customers.

DUTIES AND RESPONSIBILITIES

- Provides overall employment consultation and employment services to customers; meets or contacts clients for assessment and enrollment procedural services.
- Obtains, analyzes and evaluates data necessary to implement customer services.
- Develops and implements effective employment and/or vocational training plan for each individual based on their short-term employment goal and long term career goal.
- Maintain active professional relationships with customers that support their progression towards achieving employment goals.
- Have meaningful employment-goal driven communication with all customers at least once a month.
- Conduct field work that include, but is not limited to home visits, worksite visits, attend meetings, etc.
- Meet all individual performance goals.
- Assists in the development and maintenance of relationships with prospective employer contacts. Ensure routine check ins with employer and establish client job placement and retention.
- Assists in the development and maintenance of an up-to-date job bank system.
- Follows up regularly on job placements.
• Participates in the consultation with instructional and other service staff members for coordination of each customer’s overall service plan.

• Interprets agency policies and services to individuals or community groups.

• Enters all necessary data into Salesforce (SF), Career Connect and/or ECM or similar Client Management System (CMS).

• Prepares report and performs record keeping functions required by the agency. Completes accurately and in a timely fashion all necessary forms, such as statistical reports.

• Coordinate and schedule events, workshops and initiatives to increase success of client to obtain and retain employment, such as mock interviews, PETEP Workshop and Job Fairs.

• Assist clients in job readiness, resume development, job referrals and development, self-help and social skills, using computers, etc.

• Conduct regular outreach efforts including workshops and presentations to classes, job clubs and organizations.

• Work closely with other staff members in the planning and coordination of career outreach and programs such as Job Fairs, Career Programs (i.e. PETP), and other events.

• Actively recruit participants for all employment programs in the EFE Dept.

• Enter all client efforts and case notes into CASL’s Salesforce database system.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

MINIMUM REQUIREMENTS

Education/Experience:

• High School diploma or equivalent. BA degree from an accredited college or university in social work or related human service fields prefers.

• At least one year experience in human service or related fields.

Skills/Knowledge:

• Ability to speak, read, and write fluently in English and Chinese. Cantonese is necessary, Mandarin and Toishanese is a plus.

• Knowledge of Microsoft Office usage and other applications is preferred.
• Basic end-user level understanding and experience with Salesforce is a plus.

**Additional Requirement(s):**

• Must have a valid State of Illinois driver’s license, consistent access to a vehicle and auto insurance.

**Physical Demands:**

• Ability to bend and lift a minimum of 15 pounds.

• Required to frequently sit, stand and walk for extended periods.

**Environment and Scheduling:**

• Normal schedule to work from 9 a.m. to 5 p.m., Monday through Friday.

CASL is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, ethnic or national origin, or any other status protected by State and Federal Law.