



**Towards Employment**

## **Job Description**

**Position:** Career Readiness Facilitator  
**Reports to:** Manager Training Services  
**Supervises:** None

### **BACKGROUND:**

Towards Employment is a national leader in workforce development. We connect people to careers which change people's lives, advances businesses, and strengthens community in Northeast Ohio. Founded in 1976, Towards Employment has gained local and national recognition for achieving excellent outcomes through the hard work of its dedicated staff. At Towards Employment we value critical thinking, intellectual curiosity, open communication, and collaboration. We embrace diverse perspectives, have a collective passion for the work we do and a curiosity to find new and better solutions. As a staff, we work towards achieving our organizational vision - an equitable workforce system where racial income gaps have been eliminated and everyone, especially those most affected by systemic racism, has access to family-sustaining wages and quality jobs.

### **POSITION OVERVIEW:**

Position is responsible to facilitate job/career readiness activities of workshop – in person and virtual settings - and support diverse group of program participants who have multiple barriers to employment, to be prepared to seek, to secure, and retain employment with advancement along a career pathway. Workshop settings may include those on-site at Towards Employment offices, off-site locations including correctional facilities or at community-based partner agencies, or on virtual platform. Individual should have the ability to facilitate in group settings and work with participants on a one-to-one basis. Works collaboratively with AmeriCorps digital literacy volunteer to enhance participants' technological skills and abilities while in Career Readiness Training.

### **RESPONSIBILITIES:**

- Promote best-practices in career readiness training and content. Utilize Adult Learning and Accelerated Learning techniques during workshop instruction.
- Conduct career readiness workshops at Towards Employment and off-site locations or in a virtual setting as requested, that may include correctional facilities and partner agencies. Instruction will be of various job readiness topic areas to include but not limited to soft skills, breaking down barriers to success, stress and anger management, financial literacy, goal setting and time management, developing proper techniques and resources for seeking employment, job application process, resumes and cover letters, interviewing skills, job retention techniques, appropriate behavior on a job and related responsibilities.
- In collaboration with AmeriCorps volunteer, supports participant learning to access and submit documents and materials using Google Drive and Google Classroom.
- Work with participants to develop/update job searching documents such as cover letters, resumes, references, and thank you letters.
- Prepare training materials and facilitate group and individual sessions; Assist participants with career readiness module-based activities.
- Utilizes assistance of assigned AmeriCorps volunteer to aid in helping participants complete all Career Readiness Training workshop tasks and activities.
- Create and maintain a positive, highly interactive, respectful, and participatory learning environment.
- Use positive communication skills to provide support and encouragement to program participants who are learning to be able to achieve career and life balance.
- Actively participate on training team and plan, recommend, and develop new or improved activities; Consult with Senior Manager, Training Services to ensure high-quality service to all participants in the program.



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- Work closely with team on scheduling of volunteers and presenters for workshops.
- Work closely with other team members, communicating regularly with assigned case managers with regards to participant challenges, behavior, achievements, and abilities.
- Actively participate on Functional Training Team contributing to the achievement of established goals of developed workplan, and recommend, and develop new or improved activities as assigned.
- Maintain performance and attendance records for each participant and ensure the timely input of data into agency computerized data management system Commence.
- Input all case notes and service requests within 48 hours of service delivery.
- Attends trainings and team meetings on a regular basis.
- All other duties as assigned or required by the Sr. Manager Training Services.

### QUALIFICATIONS:

- Three years' experience in training role related to curriculum delivery and instruction required; Bachelor or Associate degree in Adult Education, Social Career or related technical field preferred.
- Dynamic facilitation skills in an adult learning environment; must have experience applying participatory methods and ability to address multiple learning styles.
- Proficiency with computers, including Microsoft Office and Google Workspace required.
- Ability to use multimedia effectively; experience with online content delivery – primarily via Google Classroom and Google Meet - highly preferred.
- Demonstrated ability to work with people from diverse cultural, socioeconomic, racial, and educational backgrounds; includes those with barriers to employment, reentry, and young adult populations.
- Excellent relationship building skills along with proven high level customer service skills with varied stakeholders.
- Excellent written and verbal communication skills and attention to detail, strong organizational, time management and problem-solving skills.
- Ability to work in a flexible, collaborate work environment.
- Reliable transportation.
- Must be able to work as part of multiple teams, be flexible and dependable, and demonstrate initiative and creativity.
- Team player with the ability to exercise good judgment in a rapidly changing – and sometimes stressful – environment.
- Commitment to Towards Employment mission and values.

### Work environment

Work is performed in an office setting and/or out in the field/virtual/remote.

### Language Skills

Ability to write routine reports and correspondence. Ability to speak effectively before groups of clients or employees of organization.

### Competencies

Success in this position also requires:

- **Continuous Improvement** – Committed to learning, development, assessment, and measurement to continuously improve.
- **Coaching Capacity** – Ability to provide guidance and to support the advancement of others.
- **Team Builder** – Leads others through collaboration, influence, and coaching.



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- **Growth Mindset** – Embraces a culture of continuous learning and a can-do attitude, readily adapts to change, is intellectually curious and a critical thinker.
- **Social Justice Advocate** – Passionate about promoting racial equity and inclusion at personal, organizational and systems level.

### **EMPLOYEE BENEFITS:**

Towards Employment offers competitive benefits including employer subsidized medical, prescription drug, vision, and dental insurance; matching traditional and Roth 401k; life and disability insurance. Voluntary benefits include HSA and FSA savings accounts, accident, critical illness and hospital indemnity insurance and dependent life insurance. Also, employees receive paid vacation, 10 sick days, 3 personal/wellness days, plus 13 paid holidays annually.