



Position: Facilitator
Reports to: Manager, Industry Partnerships
Supervises Others: No

OVERVIEW

Founded in 1976, Towards Employment is a non-profit leader in providing innovative solutions to move people out of poverty and into quality jobs. Towards Employment has gained local and national recognition for achieving excellent outcomes through the hard work of its dedicated staff of 50+ and a \$5.0+ million annual budget – and we are growing! Towards Employment offers a continuum of support to low-income individuals preparing to enter the workforce or looking to advance from low-wage employment while also fulfilling the staffing needs of local employers. For more information on the organization, please visit www.towardsemployment.org.

GENERAL DUTIES

This position is responsible for facilitating career readiness activities in both group and individual settings, virtually and in-person as circumstances demand. This position supports program participants who have multiple barriers to employment as they prepare for employment and career advancement.

ESSENTIAL FUNCTIONS

The successful candidate will:

- Promote best-practices in career readiness training and content. Utilize current adult learning techniques during workshop instruction.
- Conduct career readiness workshops in various topic areas to include but not limited to: positive communication and conflict management techniques, goal setting towards career advancement, time management, job application process, resumes and cover letters, interviewing skills, job retention techniques, and employer expectations.
- 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.
- Support the development of a personal career map with each program participant that includes career readiness training goals, credential training and/or work experience needed to attain career goals.
- Assist with coaching of participants along their career pathway, as needed.

- Create and maintain a positive, highly interactive, respectful and participatory learning environment.
- Actively participate on the training team and plan, recommend, and develop new or improved activities; ensure high-quality service to all participants in the program.
- Work closely with other team members, communicating regularly with assigned case managers and career coaches with regards to participant, achievements and areas of improvement.
- 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.
- Perform all duties as assigned and/or required to achieve outcomes of contract and partner organizations.
- Other duties as assigned.

QUALIFICATIONS

Success in this position typically requires:

Education and Experience

- Minimum of a Bachelor's Degree in Adult Education, Social Work or related technical field or equivalent experience.
- Three years demonstrated experience in a training role related to workforce or educational instruction.
- Demonstrated commitment to equity and inclusion, incorporating the perspectives of multiple communities in the consideration of impacts and outcomes of program work. Understands the concepts of institutional and structural racism and bias and their impact on underserved and underrepresented communities.

Skill Level/Knowledge of Field

- Dynamic facilitation skills in a learning environment and the ability to use multimedia effectively; must have experience applying participatory methods and ability to address multiple learning styles; experience with online content delivery a plus.
- Experience working with individuals with barriers to employment.
- Excellent relationship building skills along with proven high level customer service skills with varied stakeholders.
- Good written and verbal communication skills.
- Attention to detail, strong organizational, time management and problem solving skills.
- Ability to work independently, be flexible and dependable, and demonstrate initiative.
- Commitment to Towards Employment mission and values. Passionate about promoting racial equity and inclusion at a personal, organizational and systems level.

Computer Skills

Proficiency with computers, including Word, Excel, Power Point, Publisher, Outlook, and Internet.

COMPETENCIES REQUIRED:

- ***Relationship Building*** - Builds and maintains effective relationships with all stakeholders, including internal staff and external organizations that can impact Towards Employment's success and future. Outstanding ability to effectively communicate plans and desired outcomes.
- ***Flexibility*** – Able to be flexible in the face of changing circumstances or plans. Willingness to engage comfortably through change.
- ***Schedule Flexibility*** – Able work or attend events outside of traditional work hours or on weekends.
- ***Confidentiality and Discretion*** – Ensures a high level of discretion at all times, on all matters.
- ***Social Justice and Racial Equity Advocate*** – Passionate about promoting racial equity and inclusion at personal, organizational and systems levels; Understands the concepts of institutional and structural racism and bias and their impact on underserved and underrepresented communities.