



Towards **Employment**

JOB DESCRIPTION

Position: Facilitator
Reports to: Manager, Youth Resource Center Services
Supervises: None

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 53 and a \$5 million annual budget. 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.

GENERAL DUTIES: Position reports to the Manager, and is responsible to facilitate career readiness activities in both group workshop setting and self-directed. Supports youth program participants who have multiple barriers to employment, to be prepared to seek, to secure and to retain employment, or engage in a training or work experience opportunity. Workshop setting is offsite location at the Ohio Means Jobs (OMJ) Cleveland/Cuyahoga facility at 1910 Carnegie Avenue, Cleveland, Ohio in the Young Adult Resource Center (YRC). Individual should have the ability to facilitate groups, as well as work one on one with participants.

RESPONSIBILITIES

- Promote best-practices in career readiness training and content. Utilize Accelerated Learning techniques during workshop instruction.
- Conduct career readiness workshops at the OMJ YRC in various job readiness topic areas to include but not limited to: breaking down barriers to success, stress and anger management, 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, employer expectations, appropriate behavior on a job and related responsibilities.
- 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.
- Create a personal career mapping plan (PCM) with each program participant that includes career readiness training goals, credential training and/or work experience needed to attain career goal. The PCM is to coordinate with the participants Individual Opportunity Plan as required by funding source.
- Assist with coaching of the young adults along their career pathway, as needed and requested or assigned by Manager of YRC Services.
- Create and maintain a positive, highly interactive, respectful and participatory learning environment.
- Actively participate on training team and plan, recommend, and develop new or improved activities; work with Manager of the YRC services to ensure high-quality service to all young adults in the program;

- Work closely with other team members, communicating regularly with assigned case managers and career coaches with regards to participant challenges, behavior, achievements and abilities.
- Maintain performance and attendance records for each participant and ensure the timely input of data into agency computerized data management system Commence and OWCMS ad required.
- 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 organization.

OTHER

- Duties as assigned by Program Manager Youth Services.

QUALIFICATIONS

Education and Experience Required:

- Minimum of a Bachelor's Degree in Adult Education, Social Work or related technical field or equivalent experience.
- Three years experience in training role related to workforce or educational instruction.

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.
- Experience working with young adult population and possess ability to develop rapport,
- Excellent relationship building skills along with proven high level customer service skills with varied stakeholders.
- Reliable transportation.
- 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.

Computer Skills

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

EEO Statement

Towards Employment provides equal employment opportunity to employees and job applicants regardless of race, religion, color, sex, sexual orientation, national origin, age, disability, genetic information, veteran status, or any other characteristic protected by local, state or federal law.

Send resume, cover letter, and salary expectations to: Sharon Shorts at sshorts@towardsemployment.org.