



POSITION TITLE: Career and Education Coordinator

LOCATION: Anaheim & Santa Ana

REPORTS TO: Director of Career Services

DESCRIPTION OF ORGANIZATION: Hope Builders is a highly focused, goal-oriented program that targets young adults, ages 18-28, who are caught in a cycle of crime and poverty and need marketable job skills in order to become productive self-reliant adults. Hope Builders focuses on young people who are unemployed, low income, undereducated, impacted by violence either through gang involvement or their families, pregnant or parenting and ready for change. Since 1995, Hope Builders has helped over 5,450 young people to restructure their lives, finish their education and develop marketable job skills. More information can be found on our website at www.tsjhopebuilders.org.

POSITION SUMMARY: The Career and Education Coordinator is responsible for guiding Hope Builders Healthcare Trainees to achieve organizational outcomes by advancing their careers through career planning, post-secondary education or certifications, and job retention support services. This individual works closely with the Career and Education Specialist to provide college/personal/job retention coaching and advisement, and fosters relationships with colleges and career technical programs. This individual works with participants through individual meetings and groups on all aspects of career and education planning, including collecting and tracking appropriate data to measure participant progress along established benchmarks, coordinating activities that support academic improvement, assistance to complete required testing for educational admissions, and advising on applications and financial aid.

This position requires the following abilities:

- Passion for working with opportunity youth
- Strong organizational and communication skills in written and verbal forms
- Dynamic group facilitation and presentation skills
- Commitment to collecting and using data to improve programming and manage performance
- Ability to connect with young adults and guide them in their career goals

KEY RESPONSIBILITIES:

- Provide comprehensive career advising, resources and job retention support services to program participants in order to help them achieve organizational outcomes and career advancement through post-secondary certification or education attainment

- Coordinate follow-up activities via phone, email, social media and in-person throughout the 2-year placement phase for youth in healthcare pathways and other programs as needed
- Inform and educate participants about colleges, the college admissions process, trends, procedures, and testing through one-on-one meetings or groups
- Teach Employment Readiness classes and facilitate workshops to enhance career and personal growth, and links to educational pathways/opportunities
- Provide assistance to participants visiting Hope Builders' Career & Education Centers including job search techniques, updating resumes, interview skills and dressing professionally
- Assist participants with college applications, financial aid documents and registering for classes
- Foster a culture of life-long learning among program participants at Hope Builders; Coordinate and attend tours to college campuses, certification, or apprenticeship programs
- Confer with program staff to discuss participant's progress, resolve academic and other problems, and determine priorities for participants and their career path needs
- Provide direct coaching to participants to help them understand and overcome personal, social, or behavioral problems affecting their job retention and career goals
- Manage enrollments and progress of individuals enrolled in supplemental training (ex. phlebotomy)
- Use Apricot system to update data, enter notes, pull reports and track progress of participants
- Maintain educational and career achievement partners within the community as relevant to Hope Builders training industries
- Coordinate career related workshops for youth in the Placement Phase to achieve youth engagement goals and successful outcomes
- Other duties as assigned

EDUCATIONAL REQUIREMENTS

- Bachelor Degree required in Education, Career Counseling, or related field.

SKILL AND EXPERIENCE REQUIREMENTS

- 1-year work experience in the area of educational counseling, college advisement, or educational services within the healthcare field preferred
- Knowledge of and familiarity with the educational application process including higher education, CTE programs, vocational, apprenticeships, diploma programs etc.
- Experience with client documentation and running reports for a large caseload
- Must have reliable transportation and be able to travel between multiple sites and locations
- Strong teaching / hands-on group facilitation skills with the ability to provide interactive and dynamic presentations

- Strong advocate for economically disadvantaged youth and ability to provide culturally competent services
- Ability to create, change, and implement curriculum geared towards under-educated youth
- Ability to inspire and motivate participants through education attainment and career advancement
- Well-organized, detail-oriented; effective at managing priorities; team player
- Bilingual Spanish preferred

Personal Skills

- Calm, professional, courteous approach to people and situations
- Ability to adapt to changing environment and demands while juggling multiple tasks
- Excellent interpersonal skills and communication skills
- Flexible, creative, enthusiastic, and able to maintain a positive attitude
- Self-motivated, be able to take initiative while working with minimal supervision
- Ability to demonstrate attitude of cooperation and professionalism when working with others
- Excellent customer service skills
- Team Player
- Strong attention to detail
- Able to provide positive, motivating, and effective coaching to young adults

Technical Skills

- Knowledge and high proficiency working with computer software including Microsoft Outlook, Word, and Excel, databases and internet; experience with Apricot a plus
- Ability to operate standard office equipment

Physical Requirements

- Ability to sit at a desk or computer for extended periods. Ability to lift at least 20 pounds. Ability to go up and down stairs throughout the day

Mental Requirements

- Ability to work with frequent interruptions and changes in workload priorities
- Ability to prioritize tasks
- Ability to maintain confidentiality

Compensation & Work Hours

Full time position at 40 hours a week with some weekend and evening work required. Salary range DOE, with yearly performance based bonus*. Full medical, dental, and vision benefits and 401(k) retirement plan available.

*Yearly performance bonus based on funding of organization

This job description is not intended to be all-inclusive. Employee will perform other reasonably related job duties as assigned by immediate supervisor or other management as required. It is not intended to be construed as an exhaustive list of all responsibilities.

This organization reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment. Employment at Hope Builders may be terminated at-will by the employee or Hope Builders at any time with or without cause and with or without notice.

How to Apply

Email resume and cover letter to Human Resources Manager, Christina Gonzalez Hicks
cgonzalez@tsjhopebuilders.org