

Career Opportunity – Workforce Advisor

Esperanza has an immediate full-time opening for a Workforce Advisor who will provide eligible customers with employment focused case management that leads to job placement and job retention to support their workforce development activities and achievement of their employment goals as participants of Esperanza's Integrated PA CareerLink - North center. Esperanza is a faith-based non-profit organization committed to raising awareness and identifying resources that strengthen the Hispanic community.

Key Responsibilities include:

- Provide excellent, prompt, and staff-assisted customer service to customers referred to and served by the CareerLink program;
- Assess eligibility and suitability for services offered through the PA CL N;
- Complete eligibility determination and submit for review and approval to the Team Lead to ensure accuracy and suitability;
- Register eligible and suitable customers;
- Assist customer in understanding the full array of services offered; recommend, promote, and schedule customers for universal and specialized services; follow up with customers on regular basis to ensure customer participation in planned services;
- Assist the customer to complete the Employment Development Plan (EDP) and Job Finding Plan/Earned the Right to be Referred Checklist to help customer establish goals and steps to take the achieve the goals;
- Ensure that data and case notes are entered into CWDS and other systems timely;
- Participate in job planning and other customer-focused meetings and work with Instructors and Job Developers to implement job placement and retention plans;
- Notify Team Lead when customers are not participating and are unable to contact for follow-up by Cross Center Services provider;
- Contact customers after they are placed to check on job retention progress and re-engage customer with the Center if employment is lost;
- Assist customer in obtaining needed supportive services and assistance from other resources;
- Provide counseling and referral services as needed;
- Maintain customer file per contract requirements;

Desired Knowledge, Skills, and Abilities:

- Bachelor's degree from an accredited college or university in a Human Services related field; or 5 years equivalent experience
- Minimum of 2-3 years of experience working within an employment/training or human services environment, or related field
- EARN/WIOA knowledge and experience a plus
- Excellent verbal and written communication skills
- Sound knowledge of office computer software
- Sound knowledge of Philadelphia area and city agencies/system

Esperanza offers competitive pay, professional development, and a comprehensive health benefit program. Interested candidates should email a cover letter, resume, and salary requirements to: roman@pacareerlinkphl.org and please indicate Workforce Advisor in the subject line.