

## **Career Opportunity – Workforce Counselor**

Esperanza has an immediate full-time opening for a Workforce Counselor who will provide assessment, planning, counseling and referral services to TANF and WIOA customers 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:

- Meet with individual customers referred by Workforce Advisors and other TANF and WIOA staff and provide assessment, counseling and referral services as needed;
- Use a strength-based, trauma informed approach to develop individualized plans to assist customers to address personal, family, and mental health focused issues that affect their employability;
- Meet with customers as required to implement steps in individualized plan;
- Build relationships with local organizations, become knowledgeable of resources and assist customers in accessing community resources as needed;
- Interact with onsite OVR Representative to coordinate services to customers qualified for OVR services;
- Ongoing evaluation of customer progress in achieving goals in plan and preparing for employment;
- Enter case notes as appropriate in identified systems to document interactions with customers;
- Facilitate group meetings of customers experiencing similar issues;
- Provide technical assistance to referring staff to assist in addressing customer issues;
- Assist in identifying areas of customer need for workshops;
- Facilitate workshops on life skills related activities for TANF and WIOA customers;
- Work with CareerLink Team Leads to identify training needs for staff;
- Schedule and facilitate training workshops for staff;

Desired Knowledge, Skills, and Abilities:

- Master's Degree in Social Work/Psychology or associated degree preferred
- Minimum of one year of experience providing social services or behavioral health services
- Strong individual and group counseling skills
- Excellent verbal and written communication skills
- Sound knowledge of Office computer software
- Sound knowledge of Philadelphia area and community resources
- Ability to work in a team is required
- Ability to effectively take direction from a supervisor is required
- Bi-lingual (English/Spanish) skills preferred

Esperanza offers competitive pay, professional development, and a comprehensive health benefit program. Interested candidates should email a cover letter, resume, and salary requirements to: [Iroman@pacareerlinkphl.org](mailto:Iroman@pacareerlinkphl.org) and please indicate Workforce Counselor in the subject line.