



Career Pathways Specialist Job Description

Job Data			
Job Title:	Workforce Training Program Specialist	Created/Revised on:	03/11/22
Reports to:	Director of Education and Career Services	Department:	Education and Career Services
Approval Signatures			
Employee:		Date:	
Manager:		Date:	
Human Resources:		Date:	

Scope:

The Workforce Training Program Specialist oversees aspects of the Workforce Training Programs offered and/or supported by Fresh Start. These training programs center on short-term certifications that support women on career tracks that will lead to a self-sufficient wage and offer opportunities for advancement.

Job Summary:

The Workforce Training Program Specialist is a key support to the success of the Career Services Department, working closely with the VP of Strategic Partnerships and the rest of the FSWF team, community partners, and employers. This position also works closely with the Social Work team in identifying qualified applicants and with the Programs and Services team to connect clients to mentoring, scholarships, and more in support of their professional goals. The Workforce Training Program Specialist raises awareness of training programs, facilitates info sessions and other related workshops or webinars, and oversees the application, interview, and review processes for all workforce training programs.

Essential Functions & Accountabilities:

- Works closely with the VP of Strategic Partnerships and Director of Education and Career Services to implement workforce training programs as they are brought on board
- Oversees the application, interview and review processes for all workforce training programs offered or supported by Fresh Start
- Facilitates info sessions and other related workshops or webinars as needed
- Curates and updates info session and other related workshop/webinar presentations/curricula
- Monitors workforce training program participant progress to completion via training program back-office portals (when available)
- Conducts periodic check-ins with workforce training program participants (frequency dependent on nature of training program) to ensure participant is progressing and to help participants create action plans for continued progress when necessary
- Works with Director of Strategic Communications and Public Affairs to advertise workforce training programs and related information sessions
- Ensures the Social Work Team is apprised of the details of all new and upcoming workforce training programs and the application requirements associated with each.
- Connects clients who are not approved for a workforce training program to Fresh Start's Education Specialist for further assistance in securing training or other scholarship assistance
- Connects clients who have completed their workforce training program with Fresh Start's Workforce Development Specialist for career advising and employment services.
- Tracks all associated data points in Apricot in a timely manner with an error rate of <2%.
- Engages in continuous quality improvement processes, responding proactively to all QA findings and recommendations.

- Plans opportunities to recognize and celebrate client accomplishments.
- Collaborates with other FSWF Program staff to provide needed services to clients.
- Other duties as assigned.

Qualifications

Knowledge, Skills and Abilities:

- Bilingual - English and Spanish preferred
- Training program management experience
- Strong project management skills
- Knowledge of workforce development resources and career guidance practices
- Cultural competency and ability to establish professional relationships with diverse populations
- Competent in MS office: Outlook, Word, Excel and PowerPoint
- Strong organizational, curriculum and course preparation, and delivery skills
- Demonstration of strong experience in: leadership, innovation, reliability, and effective communication
- Ability to work independently and in a team environment
- Ability to handle a variety of assignments and the flexibility to work some evenings or Saturdays if necessary

Work Environment:

- Occasionally lift up to 35 pounds
- Prolonged sitting in front of a computer

Education and Experience:

- Bachelor's degree or two years' related experience in Human Services, Social Work, Psychology, Human Resource Services, Higher Education Admissions or Counseling, Business Administration, or another related field required.

Notice: This job description in no way states or implies that these are the only tasks to be performed by the team member occupying this position. The team member will be required to follow any other instructions and to perform any other job related duties requested by their manager. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice. If other duties become long term, significantly increase the work load of the team member, or require skills that supersede those listed above, the team member should discuss with their manager. The job description may need to be modified.

Fresh Start reserves the right to change this job description at any time. Employment with Fresh Start is at-will. This job description supersedes prior job descriptions.

Reasonable accommodations can be made for a disability that is affected by the above stated job responsibilities and/or qualifications.