



Helping People Changing Lives

SOUTHERN NEW HAMPSHIRE SERVICES, INC.

The Community Action Agency for Hillsborough County

HUMAN RESOURCES



JOB REQUISITION

Attach Job Description

POSITION TITLE: Employment Counselor

DEPARTMENT: WFD

PROGRAM: WIA

SUPERVISOR: Ron Giroux

NEW POSITION:

REPLACEMENT:

DATE: 10/8/2009

SUGGESTED SALARY: \$ 32 - 34K

HOURS PER WEEK: 37.5

WEEKS PER YR: 52

EDUCATION: High School:

College Degree:

Field of Study: Human Services, Psychology, Education

PREVIOUS TRAINING OR EXPERIENCE NEEDED: Three years career counseling experience with unemployed adults and/or dislocated workers, career assessment, case management, job search and placement assistance to workers; demonstrated experience working in a collaborative team setting and with other partners, knowledge of NH workforce development system, computer literacy in Microsoft Word, excel, internet search and email, bachelors degree in related fields.

This position funded completely or in part by funds from the American Recovery and Reinvestment Act (ARRA) of 2009.

TYPE OF POSITION: Full Time:

Part Time:

Temporary:

Until: 11/1/2010

Exempt:

Non-exempt:

Youth:

On Call:

JOB LOCATION: NHWORKS Manchester and Nashua

POSITION REQUIRES EMPLOYEE'S OWN TRANSPORTATION: Yes:

No:

SOURCE OF FUNDING: WIA /1085

POSITION POSTED: In-House (includes web site):

Outside:

Simultaneously:

1st ROUND ADVERTISE IN:	Craig's List <input checked="" type="checkbox"/> nh.craigslis.org	Jobs in NH <input checked="" type="checkbox"/> www.jobsinnh.com	NH Non Profits <input checked="" type="checkbox"/> www.nhnonprofits.org	NHES JMS <input checked="" type="checkbox"/> NH Employment Security
2nd ROUND ADVERTISE IN:	Concord Monitor <input type="checkbox"/>	Milford Cabinet <input type="checkbox"/>	Peterborough Transcript <input type="checkbox"/>	
	Granite Quill <input type="checkbox"/>	Neighborhood News <input type="checkbox"/>	Hillsborough Messenger <input type="checkbox"/>	
	Foster's Daily Democrat <input type="checkbox"/>	Nashua Telegraph <input type="checkbox"/>	Other: <input type="checkbox"/>	
	Keene Sentinel <input type="checkbox"/>	Manchester Union Leader <input type="checkbox"/>	Other: <input type="checkbox"/>	

Director, please initial for advertising: _____

PROGRAM APPROVAL:

Program Director

OPERATIONS APPROVAL:

Deborah Gosselin, Director of Operations

FISCAL APPROVAL:

Michael O'Shea, Fiscal Director

EXECUTIVE DIRECTOR APPROVAL:

Gale Hennessy, Executive Director

Send resume or letter of interest to:

Human Resources

Southern New Hampshire Services, Inc., PO Box 5040, Manchester, NH 03108

Fax: 603-645-6734

Apply online at: employment@snhs.org

Resume/letter must be received by: Oct 19, 2009

CLOSING DATE: Oct 19, 2009



WIA Employment Counselor

This position funded completely or in part by funds from the American Recovery and Reinvestment Act of 2009

SCOPE OF WORK:

Provides professional employment assessment, counseling and case management services to workforce development program participants, including orienting customers to and enrolling them in the full range of workforce development services, providing information about and linkage to supportive services and working individually with laid-off workers to develop customized retraining and reemployment plans that best meet individual needs, interests and abilities.

DUTIES/RESPONSIBILITIES:

- Working with specific target populations (i.e., dislocated workers) in an employment and training environment.
- Conducting intake, application, eligibility determination and ongoing case management services, either one-on-one or in groups.
- Conducting client-tracking functions, including on-going data entry of customer information into the computerized data management system.
- Assessing individuals' skills, aptitudes and barriers using a variety of tools and tests
- Assisting individuals to develop employment goals and career plans.
- Working with individual dislocated worker on the development of individual reemployment plans based on the workers' unique needs, interests and abilities.
- Working as part of a team with other worker advocates on determining optimal approaches for meeting the individualized transition needs of dislocated workers.
- Providing information on and arranging for support services on a case-by-case basis.
- Preparation and issuance of contracts/vouchers (e.g., Individual Training Account - ITAs)
- Conducting workshops on employment related topics (e.g., job search, interview techniques, how to write a resume, etc.)
- Conducting follow-up activities for customers
- Participating in job-related training opportunities including cross training for other staff
- Participating in local agency and interagency team meetings
- Participating in dislocated worker rapid response activities
- Referring customers to appropriate community resources

EDUCATION / EXPERIENCE:

Bachelor's degree in Social Work, Psychology, Education, or Human Services, and 3 years case management & counseling experience with disadvantaged or dislocated adults in an employment-based context. Experience in job search and job readiness instruction is a plus. Demonstrated experience working in a collaborative team setting required. An equivalent

combination of education and experience demonstrating the skills, knowledge, and ability required for this position may substitute for degree.

PREFERRED SKILLS / KNOWLEDGE / EXPERIENCE:

- Strong organization, documentation, & writing skills
- Ability to work both independently and as part of a team member in a customer driven environment.
- Knowledge of computerized tools; e.g., accessing Internet-based job search information
- Experience in conducting assessments utilizing a variety of assessment tools
- Workforce development experience, including knowledge of DOL regulations, case management, customer service & quality principles.
- Effective communicator, including written, oral and public speaking for conducting workshops.
- Creative thinking, problem-solving, & decision-making skills
- Demonstrated ability to work as part of a team (both internally and in the community) to ensure maximum level of coordinated services that benefit the customer, are achieved.
- Computer literacy in word processing, spreadsheets, internet access & E-mail
- Knowledge of professional ethics, including confidentiality policy

TRANSPORTATION NEEDED: Yes.

SALARY RANGE: \$30,000 - \$35,000 Annually

JOB STATUS: This is to replace a counselor hired one year off grant, consequently this Fulltime opening can be filled by either two month summer or temporary six month

EMPLOYER: Southern NH Services, Inc.

SUPERVISION: Worker Assistance Center Coordinator

JOB LOCATION: Wausau Worker Assistance Center, Groveton, NH

DISCLAIMER STATEMENT: This job description lists typical examples of work and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed on the job description provided that such duties are characteristic of the position.