



Career Navigator, Hire Up Job Posting Announcement

Posting Date: 04/29/2021

Posting Number: 1369918

Salary Range: Low \$40k to High \$40k

Status: Temporary (estimated one- year grant)

About City of Baltimore, Mayor's Office of Employment Development

The Mayor's Office of Employment Development (MOED) coordinates and directs workforce development initiatives responsive to the needs of Baltimore City employees and job seekers in order to enhance and promote the local economy. At MOED, we view our mission broadly to deliver economic justice to our city. To us, economic justice means creating an equitable workforce system for all residents – especially those who have been generationally and systemically disadvantaged – one that is responsive to their needs and ensures viable economic opportunities. Our vision is for all City residents to maximize their career potential and all employers to have the human resources to grow and prosper – a workforce system that works.

Position Overview

The Career Navigator will provide career counseling services for participants in the Hire Up transitional jobs program. Services include goal setting, career counseling, assessment, employability development planning, motivational and world-of-work workshops, job development, and job placement. The Career Navigator will lead in person and/or virtual group and individual sessions. They will help participants create their own work and life goals (for example, finding a job, accessing technology, managing finances, or getting connected to additional education or training). They will also facilitate peer-to-peer support among participants.

Hire Up is a transitional jobs program designed to aid disadvantaged job seekers in the city's economic recovery from the COVID-19 crisis. MOED will partner with other city agencies and nonprofit organizations with workforce needs on projects that might otherwise be unstaffed. Hire Up serves a dual purpose: (1) providing transitional work to help residents get back to work and earn critical wages to meet basic needs after a period of unemployment or underemployment, and (2) improving city services. The initiative will benefit all city residents, as well as city visitors, by making parks, streets, recreation centers, and public events cleaner, safer, and more welcoming.

Hire Up will provide short-term subsidized employment and occupational training to unemployed and underemployed Baltimore residents. MOED seeks to serve at least 500 residents through the program. MOED will screen applicants and provide workforce supports, including career navigation, throughout employment. MOED will assist with placement into unsubsidized employment following program participation. Occupational training will be available for program participants who wish to advance their skills and obtain credentials.

The ideal candidate will have experience in career counseling, job readiness, or other workforce development or related fields. They will have excellent interpersonal skills, empathy, and an ability to interact professionally with individuals from racially and economically diverse backgrounds. They will have the ability to provide career navigation and goal-setting support in individual and group sessions, in person and virtually.

Essential Duties and Responsibilities

- Maintain updated information on programs and services available for participants
- Help participants set and achieve work and life goals using a science-informed coaching model
- Conduct group and individual career exploration and goal-setting sessions
- Provide comprehensive case management and conduct individual and group assessment sessions with program participants to facilitate their transition to regular full-time or part-time employment, training, and/or post-secondary education
- Assist participants with educational and employment resources in the Baltimore metropolitan area
- Maintain updated case notes on all participants
- Provide counseling support to both participants and employer to ensure job completion and positive termination/placement
- Develop and maintain a collaborative relationship with MOED, employer partners, local organizations, and business stakeholders in an effort to link customers to workforce resources and employment support services
- Perform outreach activities to generate job opportunities for participants, schedules interviews, and follow up with participants and employers
- Work with designated staff to collect data for funders, including but not limited to exit surveys, quarterly surveys, customer satisfaction surveys, and employer satisfaction surveys
- Develop and maintain individual employment plans for each participant
- Facilitate the development and implementation of follow-up services for participants on assigned caseload
- Submit written reports as requested by supervisor on time and in format requested
- Perform other duties as required

Knowledge, Skills and Abilities

- Good knowledge of Baltimore's neighborhoods and resources
- Experience working with individuals from racially and economically diverse backgrounds
- Knowledge of employment and training practices that help low-wage residents advance to high wage jobs
- Excellent knowledge of vocational, educational, and workforce development providers and services
- Knowledge of structural challenges that make it difficult for unemployed residents and low-wage workers to obtain and retain employment
- Knowledge of Management Information Systems
- Ability to assess employment readiness of job seekers
- Ability to work as a member of a team to assure project completion
- Ability to prioritize and organize multiple tasks in order to meet deadlines
- Ability to maintain effective working relationships with participants, partners, and program associates
- Ability to communicate effectively, both orally and in writing, and to make presentations to diverse group of job seekers
- Proficiency with word processing, spreadsheet, and database applications (i.e., MS Word, Excel, Access, etc.)
- Proficiency with web-conferencing platforms, such as WebEx, Zoom, or MS Teams

Required Education and Experience

- Three years of experience providing supportive services or experience working with the employer community
- Or any equivalent combination of education and experience

Additional Requirements:

- Access to a computer or laptop with a microphone, camera and high-speed internet capabilities
- Ability to pass a mandatory criminal background check and drug screen
- Ability to work hybrid schedule (telework and onsite as scheduled for operational needs)

Interested applicants may submit their resume [this link](#).

City of Baltimore, Mayor's Office of Employment Development is an Equal Opportunity Employer and Service Provider