

Capital IDEA

Connecting People to Their Future

Job Description

Career Counselor

The Career Counselor is responsible for assisting and directing the participants' successful upgrading of his or her skills to appropriate standards and, together with placement staff, successful employment. Working as part of a team, he or she enrolls; case manages and provides career counseling to participants throughout the training and placement process. He or she:

- Works with participants to determine specific needs, assists in accessing services of social service agencies, coordinates directly with staff of other agencies, and monitors participants' successful access to services.
- Assist participants in accessing services and leveraging resources for the organization.
- Monitors participants' progress which includes weekly VIP meetings, prompt response to participants' issues, site visits and follows up on participants' evaluation survey issues.
- Coordinates with placement staff when participant is ready for employment.
- Reviews and verifies participant's information for enrollment in Capital IDEA.
- Monitors participants' compliance with attendance, employer commitment letter and other requirements and intervenes immediately if there are problems.
- Enters data notes into the CTK Management System (database) appropriately and accurately
- Ensures data accuracy in CTK pre-admission and case management forms
- submits all required and/or requested documentation/reports/paperwork by assigned due dates
- Tracks performance of training institutions and initiates changes that will benefit the training program and Capital IDEA participants.
- Builds relationships with instructors, coordinators and all other appropriate staff to enhance the training experience of the participant and facilitate progress towards graduation.
- Must meet performance goals and demonstrate behaviors of the organization's Operating Agreements
- Acts as a back up for other counselors as needed
- Performs other duties as assigned by Deputy Executive Director.

Minimum Qualifications

Two (2) years of Case Management experience. Experience in individual and group counseling preferred. Bachelor's degree in psychology, education, social work or other appropriate field. Customer service skills are a must. Strong communication skills-written and oral. Must enjoy working with participants and have a strong initiative to work in a team. Intermediate in Microsoft Office suite, Windows applications, internet and email required . Some evenings and weekends required. High professional standards. Spanish helpful.

Research Notes on Capital IDEA Counselor Approach

The student participants are assigned to a Career Counselor upon enrollment. The Counselor is responsible for working with the students to successfully access training and services, monitor progress and effectiveness, counsel students, and intervene to solve problems which threaten a student's progress in school. The Counselor knows the curriculum required and know the faculty, coordinators, and tutors at ACC. Students are assisted with the testing, financial aid applications, and the application and enrollment process with ACC.

The students submit monthly attendance reports to the Counselor with signatures from ACC instructors. Copies of the grades for each trimester or grading period are obtained by Capital IDEA by electronic transfer from ACC. This information is used by the Counselors to identify problem areas before they develop into serious problems. The Counselors work with tutors, faculty and/or college program directors to facilitate the monitoring of the Project students' progress in the prescribed courses. Intervention to improve a student's performance and progress is the responsibility of the Counselor. If the student is failing or facing major difficulties in their course of study, the Counselor identifies methods and resources to assist the student in keeping up with the program.

Students are in weekly contact with the Counselor, most often with other nursing students in a structured one to two hour "Vision, Initiative, Perseverance" (VIP) session guided by Capital IDEA staff. The sessions are centered on topics relevant to their training at any particular moment, including time management, study habits, interview skills, conflict resolution, tours of healthcare facilities, and employment "soft skills." These VIP sessions help students create a peer support network important during their training and initial employment. It facilitates the formation of study groups, peer tutoring, mentoring by more experienced students and newly-employed Students, networking for career opportunities, and preparation for employment interviews. VIP attendance and contact with Counselor are recorded in Capital IDEA's Participant Database.