



Job Title: MFIP Employment Counselor

Reports to: Lead MFIP Counselor

Status: Full time, non-exempt, benefit eligible

The MFIP Employment Counselor provides individualized career and employment counseling for participants in the Minnesota Family Investment Program. This position requires intensive case management, coordination of support services, and facilitation between assistance programs while motivating and supporting individuals in achieving the goal of self-sufficiency. The ideal candidate will be able to provide services to individuals and families with diverse educational, economic, and educational backgrounds and who may be navigating multiple barriers in achieving their goals. This candidate will be in a team working to address the climate of episodic poverty; having an understanding of systemic inequities will be helpful in this work.

Major duties and responsibilities: Is responsible for but not limited to the following: 80%

1. Conducts intakes, assessments, and supports participants in defining goals. Works with participant to develop employment plan to achieve educational and employment goals. Provides support and resources needed to achieve goals and navigate potential barriers.
2. Guide participants to achieve employment goals by defining career interests and providing support in their job seeking activities. This may include assistance identifying positions, filling out job applications, writing resumes, and navigating hiring process.
3. Monitor progress towards goals by ensuring consistent, ongoing communication including regular in-person meetings and home visits when necessary. Ensuring all approved activities are verified and recorded on a monthly basis.
4. Work to engage participants who are not compliant with their employment plan, following proper policy and procedure for all non-compliance concerns Complete Notice of Intent to Sanction (NOITS) process and follow the FSS Pre-sanction checklist when appropriate.
5. Authorize payment for allowable support services as defined by manual that are necessary for participant success in achieving their goals. Follow policy and procedure and ensure all documentation is properly obtained and filed.
6. Responsible for supporting progress of participants by providing resources for support services and acting as an advocate on behalf of the client when appropriate. Ensures all support and engagement efforts are accurately monitored and recorded.
7. Facilitate communication between county partners as needed. Assist participants in completing requested documentation.
8. Responsible for ensuring MFIP contract performance and compliance. Ensure that participant case files are properly maintained and updated as needed by conducting regular case file reviews, participating in monthly case management meetings, and completing audits as requested.

9. Maintain accurate and precise detailed case notes for all participants, including reporting at specific intervals using various online databases.
10. Ensure proper management of electronic case files in Workforce One including referrals, exits, and transfers as applicable.
11. Take appropriate corrective action when requested in order to resolve contract compliance issues.
12. Maintain client confidentiality, adhering to Data Privacy laws.

Additional Tasks and Responsibilities: 20%

1. Use Microsoft Word to craft regular correspondence and to assist with resume and cover letter creation.
2. Use Microsoft Office, agency, and other databases to maintain updated client information, contact, and prepare program reports as necessary.
3. Use Outlook as office email and calendar.
4. Attend various trainings, meetings, and activities to increase skill level and meet professional development requirements
5. Support, encourage and assist in agency-wide projects which enhance intra-agency cooperation and understanding.
6. Positively represent our core values of Community, Innovation, Effectiveness, Inclusion, and Mutual Understanding
7. Participate in departmental and agency committees and groups that enhance our vision and mission.

Job Requirements and Qualifications

Preferred Education: Bachelor's degree in psychology, social work, vocational counseling or a related human services field or an Associate's degree in a related field plus a Global Career Development Certificate, or equivalent education and experience. Must be able to attain the Global Career Development Certificate.

Experience: Relevant experience in a human service field; Ability to provide culturally appropriate services; Knowledge of local workforce development; Experience working with individuals and families who may be in crisis; knowledge of relevant community resources; experience with assessments, case management, referrals and group facilitation; Experience navigating multiple systems and policy structures while forming and maintaining participant relationships.

Skills, Knowledge and/or Abilities

1. Ability to contribute to an inclusive professional environment for staff, participants, and volunteers.
2. Demonstrated ability to effectively communicate in oral and written forms. Bilingual language skills helpful.
3. Ability to work in a collaborative and coordinated effort.
4. Ability to self-start, creatively problem-solve, follow through to completion in a timely manner.
5. Ability to define and express personal and professional boundaries.
6. Strong conflict resolution, mediation, and facilitation skills.

7. Effective time management and ability to independently prioritize work.
8. Ability to independently organize and maintain multiple data sources efficiently and effectively.
9. Strong interpersonal skills with a knowledge of different learning and processing styles.
10. Knowledge of trauma informed care and practices.
11. Ability to balance mandated program requirements and participant needs.
12. Knowledge of goal setting and planning processes with ability to define specific actions and activities with appropriate timelines and measurable outcomes.
13. Ability to handle confidential information appropriately and legally.
14. Familiarity with computer technology and willingness to learn computer skills.
15. Knowledge or understanding of systemic inequalities that contribute to the climate of poverty.
16. Required Criminal and Driving Record background check, if hired.
17. Ability to travel independently throughout the metro area.

Compensation: Starting rate of \$37,000-\$40,000 annually depending on qualifications. Benefits including medical, dental, life, 403(b) pension plan and generous paid time off.

Application Deadline: March 22, 2019

Send Resume to: East Side Neighborhood Services, Attn: Human Resources, 1700 Second Street NE, Minneapolis, MN 55413; humanresources@esns.org ; www.esns.org

AN AFFIRMATIVE ACTION – EQUAL OPPORTUNITY EMPLOYER

East Side Neighborhood Services is an Affirmative Action and Equal Opportunity Employer/Service Provider. All employees must be able to work across ethnic/racial/economic lines for effective communication, respecting and valuing the differences and strengths of each person.