



America's **Job**Center
of California™

Career Counselor for the Justice Involved

Hiring Range:	\$20.27 – \$24.64, paid every other Friday
FLSA Status:	Non-Exempt
Department:	Programs
Reports To:	Center Manager

Position Summary:

Under close supervision, the Career Counselor for the Justice Involved (Career Counselor) position has the responsibility of working with Probation, Parole, jails, prisons, and acts as the domain expert for the justice involved population. The incumbent will provide employment and training services to those who are incarcerated and to individuals with justice involvement along with coordination with business partners to ensure long-term employment.

The Career Counselor has responsibility of performing a variety of in person and face-to-face workforce services in the development and implementation of employment, retention, and training programs. Career Counselor will monitor employment and training programs and contracts, provide interest and aptitude assessments, career counseling, job placement and follow-up services for eligible clients. Incumbent will be responsible for developing and maintaining business and partner relationships for purposes relating to on-the-job training (OJT), work-based learning (WBL), incumbent worker training (IWT), rapid response (RR) events, community outreach promoting MLJT programs, employment services, and referrals; develops and monitors vocational training contracts (ITA); provides a high level of customer service to job seekers, community partners, businesses and MLJT staff. A high level of accurate documentation and attention to detail is required for this position.

In addition to Adults, the Career Counselor assists youth, particularly those out of school, to acquire the necessary skills and work experience to successfully transition into careers and further their education and training. The focus will be placed on serving youth that are sixteen to twenty-four years of age and eligible for the WIOA Youth program.

The incumbent does not have to be an expert in the Workforce Innovation and Opportunity Act (WIOA). However, they should have a good and continually evolving understanding of the various services offered by MLJT and how to best connect our clients to these services. MLJT is a proud partner of the Americas Job Center of California (AJCC).

The Career Counselor is the entry level of the Career Counselor flexible classification series. This position may function in a learning capacity, gradually assuming greater responsibility as knowledge and skills are acquired. It is distinguished from the Career Counselor II and III by the position's limited scope and routine tasks.

Promotion is considered on a merit basis and is subject to recommendation of the Program Manager and/or Center Manager and approval by the Human Resources Manager.

Essential Duties and Responsibilities:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The below list is intended to describe the general nature and level of work being performed by employees of this classification. They are not to be construed as an exhaustive list of all job duties.

1. Provides career readiness services to those who are incarcerated at the local jails, juvenile hall, or prisons in our four counties. Incumbent will provide Case Management services including career assessments, career readiness workshops, career guidance, employment and training services, and information about AJCC services. These services will be delivered one-on-one with inmates, with groups of inmates, or with individuals that are under the supervision of Parole or Probation. Incumbent will work closely with participants pre and post release, as well as with other AJCC agencies throughout the State of California to best provide continuous services without gaps.
2. Provides group training on work readiness topics, as well as essential skills. Conducts orientations, workshops, and classroom training sessions in areas such as job search, motivation, goal setting, work readiness skills, business expectations, self-assessment, communication, developing resumes, submitting applications and preparing for interviews.
3. Incumbent will be the subject matter expert, and a main point of contact for all things Jails, Prisons, Probation, Parole and re-entry related.
4. Attend essential meetings, in person or virtually, communicating regularly with essential partners and team members.
5. Assist in completing grant reports and invoices.
6. Manages a job seeker caseload based on existing numeric goals set by management. The caseload will be primarily served by the JD in-person. As needed, the Client may be virtual when the JD provides services.
7. Assesses clients and makes decisions regarding eligibility according to State, federal and MLJT guidelines. Treats all job seekers with respect regardless of protected class status and/or socio-economic class. Interacts using courtesy, patience, tact, and diplomacy with clients who may have barriers and could be frustrated or emotionally charged.
8. Assesses a participant's barriers, identifies the appropriate community resource/support service, and develops a course of action to overcome and/or compensate for the barrier which may also include WBL, OJT, ITA etc.
9. Refers businesses to appropriate MLJT services and identifies job-ready candidates who meet specific hiring criteria. Assists with contacting and screening job seekers. Communicates with businesses and oversees a timely and efficient recruitment process.
10. Develops, implements and assists participants with completing the Individual Employment Plan (IEP) or Individual Service Strategy (ISS) and employment goals; administers and interprets assessments to establish career and/or educational/vocational needs, identifies transferable skills and strengths.
11. Responsible for technical duties relative to registration, enrollment and follow up services; tracks progress of participants and client/program expenditures.
12. Prepares and maintains customer files, program contracts, digital files and WIOA related forms. JD will enter monthly case notes and activity codes, retrieve data, and maintain appropriate records utilizing the CalJOBS database.
13. Acts as lead for special workforce development projects, contracts, and grants.
14. Assists agency in meeting WIOA performance goals including meeting the 30% training requirement, the 20% work-based learning requirement, employment retention in the second and fourth quarter after exit, median earnings, and credential attainment.

15. Under the direction of the Center Manager, may publicize MLJT workforce development activities through a variety of media and public presentations. Manages relationship between a business and CalJOBS by setting up an account, assisting with posting job orders, tracking information, and frequently communicating with the business.
16. Performs outreach to businesses to increase awareness of the full scope of MLJT business services, attracts new business into the system, increases repeat use of business services by existing business customers.
17. Educates jobseekers and businesses on available training services. Develops contracts with businesses, training providers and jobseekers for OJT, ITA, WBL and Incumbent Worker Training (IWT) opportunities and facilitates reimbursement. Monitors training progress and proper execution of work site agreements while acting as a liaison between clients and business.
18. Facilitates RR activities that include conducting layoff orientations, providing information regarding available resources to affected employees, maintaining updated files for each company, and preparing State monitoring reports.
19. Connect businesses to Lay Off Aversion (LOA) solutions that include, but not limited to incumbent worker training, work share, etc.
20. Understands the local labor market/in-demand industry sectors and assists clients with pursuing an in-demand occupation.
21. Directs work-based learning participants and volunteers.
22. Performs other job-related duties as required.

Essential Requirements:

1. Incumbent must follow COVID guidelines and protocols implemented by the institutions. This may require testing on a regular basis, maybe more than once a week or showing proof of vaccination.
2. This position requires that the incumbent gain security clearance to work in Sierra Conservation Center (SCC), Mule Creek, local jails, and the Juvenile Hall. The continued employment of this position is contingent upon the incumbent receiving and maintaining the above-mentioned security clearance. The clearance process takes an average of 3-6 weeks to complete the following steps:
 - A. In-depth background investigation which requires the incumbents to complete an FBI standard live scan, submit their DL and SS card, and complete an extensive questionnaire to be submitted for review and approval.
 - B. A criminal background report is generated including 50 States and Puerto Rico.
 - C. Once the background is passed a TB test is required.
 - D. The head of the institution makes the ultimate decision to approve or deny access.
3. Must be safety minded and follow all rules and laws surrounding entry/service delivery in the institution.
4. Must dress appropriately per institution guidelines and maintain a professional appearance per MLJT standards.
5. This position requires that the incumbent complete PREA training on an annual basis and provide documentation proving that the training has been completed.

Qualifications:

The requirements listed below are representative of the knowledge, skill, and/or ability required.

Minimum Education	Preferred Education
High School Diploma or Equivalent	Four-year college degree with an emphasis in business administration, career planning, vocational counseling, sociology, marketing, human resources, or a related field.
Minimum Experience	Preferred Experience
An equivalent combination of four years education, training and increasingly responsible experience that provides the desired knowledge and abilities as described herein.	A work background in job placement, business administration, career planning, public relations or human services. Knowledge of federal, state and local regulations, WIOA, and related programs.

License: Driving is a requirement of this position. A valid California Driver's License, personal automobile liability insurance, and reliable vehicle are required.

Supervisory Responsibilities: This position has no supervisory responsibilities.

Language Skills: Ability to read, analyze, and interpret common business and technical journals. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write articles for publication that conform to prescribed style and format. Ability to effectively present information to management.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, percent and decimals. Ability to calculate figures and amounts such as discounts, interest, and proportions.

Reasoning Ability: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills and Knowledge of Software Programs: Intermediate skills in Word, Outlook, and use of Internet and basic skills in PowerPoint, databases and Excel. Preferred typing speed is a minimum of 50 wpm.

Job Specific Core Competencies:

Leadership: Builds morale and group commitments to goals/objectives; exhibits confidence in self and others; reacts well under pressure; champions new initiatives; shows courage to act; provides clear vision, direction and inspiration; manages implementation of plans; contributes to building a positive team spirit.

Communication: Fosters open communication within agency and outside of the organization; demonstrates tact while ensuring accountability and results; uses appropriate channels to communicate; coaches effectively to ensure the goals of MLJT are met; effectively communicates orally and in writing; asks questions for clarification; communicates with internal and external customers; demonstrates strong listening skills; seeks input/feedback from business and job seekers; shares information in a timely manner; writes case notes, memos, reports, and other correspondence using appropriate grammar, spelling, and punctuation.

Results Oriented: Drives for results; meets difficult challenges with resourcefulness to see issues through to completion; has a strong sense of urgency about overcoming obstacles and getting work done; approaches issues from a holistic and team perspective; seeks opportunities to develop experience and knowledge.

Career Development Principles: Administers and interprets a variety of assessment tools; delivers and applies knowledge of modern job search strategies; develops training plans that address business needs and job-seeker capabilities; displays empathy and caring; identifies the kinds of information individuals need, including assessment, in order to make realistic career decisions, and where that information can be found; knows what skills are needed to search for, obtain, retain, and change employment; listens to customer concerns and protects customer confidentiality; makes appropriate referrals; provides customer with career exploration and Career Counselor skills; understands modern recruitment and retention strategies; understands the process by which individuals build skills, advance, and change employment; understands the process by which individuals identify goals, as well as prepare for, search for, and retain employment.

Diversity In Workforce Development: Adapts materials and services to address diverse needs of customers; creates an environment that enables all individuals to contribute to their fullest potential; demonstrates sensitivity to cultural and individual differences; identifies and implements innovative methods for delivering services to diverse or special populations; respects diverse populations and treats every customer of the workforce development system as the most valued customer; understands the special employment needs of diverse groups.

Labor Market Information And Intelligence: Accesses, analyzes, and uses local, state, and national electronic and non-electronic labor market information delivery systems and databases; identifies the kinds of information individuals need, including assessment, in order to make realistic career decisions, and where that information can be found; provides updated labor market information to business, job seekers, and staff to develop opportunities; understands basic computer technology used in workforce development; understands the types of labor market information available and the uses of such information.

Workforce Development Structure, Policies And Programs: Demonstrates knowledge of federal, state, and local workforce development programs, funding guidelines, and workforce development codes; interprets current laws and structure to deliver appropriate services and understands how their own work impacts the system's goals; relates public workforce development policy, initiatives, and funding sources with the current system; understands how the personal role and responsibility of the workforce professional strengthens the larger workforce development system; understands who the principal customers of the workforce development system are.

Business and Economic Development Intelligence: Understands recruitment and retention of workers; understands the role of workforce development in economic development; understands that businesses are key customers of the workforce development system.

Organizational Core Competencies:

Dependability: Adheres to expectations of attendance and punctuality; minimizes unplanned absences and maintains pre-set schedule unless advance notice and approval has occurred; shows consistency in actions; performs timely office administration tasks such as submitting timesheets and mileage as to minimize negative impact to other units.

Teamwork: Builds appropriate rapport and constructive relationships; uses communication skills and teamwork to maximize opportunities; engages customers, colleagues, agencies, and partner associates in a positive, professional manner.

Problem Solving: Defines problems clearly and concisely; analyzes issues systematically; compares alternatives, weighs the decisions, benefits, risks and chances for success; carefully weighs the priority of things to be done; takes responsibility for decisions within his/her control; leverages resources from internal/external customers; possesses analytical and observation skills that coupled with knowledge and information can lead to effective problem-solving assistance; seeks additional resources when needed for problem resolution; takes action required to prevent problem reoccurrence.

Customer Service Methodology: Identifies customer needs and expectations to create positive customer satisfaction; listens to customer concerns and solicits feedback; places appropriate emphasis on “excellence” and “speed of response” in work performance; positions workforce development programs as a primary community partner in the service area; responds quickly to customer requests; understands the essential elements of a helping relationship, including rapport, trust, and mutual respect; understands who the principal customers of the workforce development system are and treats all with respect; works with customers, colleagues, agencies, and partner associates in a positive, courteous, and professional manner.

Program Implementation Principles & Strategies: Accepts suggestions for performance improvement from management; anticipates and prepares for organizational change; applies principles of caseload management to successfully work with large numbers of people; demonstrates innovation and creativity in implementing needs assessment, program design, operation, and problem solving; develops, packages, and delivers customer solutions; communicates a shared vision, values, strategic goals, priorities, parameters, and accountability standards for the organization; fosters team environment internally and throughout the organization; plays a variety of task and relationship roles; understands how career programs are designed to use appropriate service strategies to meet program goals; understands the importance of accountability and record maintenance; uses indicators and established instruments to evaluate and document program performance and outcomes.

Environment:

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Mobility - frequent operation of a data entry device; repetitive motion; sitting for long periods, walking; occasional standing, pushing, pulling, bending, squatting, climbing stairs; occasional driving.

Lifting - Frequently 5 pounds or less; occasionally 5 to 30 pounds.

Visual - Constant good overall vision and reading/close-up work; frequent color perception and use of eye/hand coordination.

Hearing - Frequent telephone use, talking in person and virtually in Zoom or teams.

Dexterity - Normal dexterity with frequent writing, keyboarding and repetitive motion.

Emotional/Psychological - Frequent decision making, concentration and public contact. Able to maintain professional boundaries and expectations.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee will encounter moderate levels of stress. The inability to cope with a stressful work environment does not constitute a protected disability.

The noise level is quiet to moderate, and typically the environment is an office setting or meeting environment. Employee is occasionally exposed to travel and outdoor weather conditions. May require working weekends, nights, and/or overtime; travel. Employee may be exposed to clients that elevate emotionally charged problems or conflicts.

Acknowledgements:

ACKNOWLEDGMENTS:

I have reviewed and understand the above position guide and believe it to be accurate and complete.

I understand that MLJT retains the right to change this position guide at any time.

I certify that I possess all of the "Essential Requirements" of the job outlined herein, except as noted here: (If none, so state): _____

I certify that I am fully capable of completing all of the responsibilities documented herein and I do not have a physical or mental disability that would jeopardize the health and or safety of my co-workers.

I understand, and fully agree, that this job description does not constitute a written or implied contract for employment and that my employment relationship with the company is "at will," for an unspecified duration, and may be terminated at any time by me or the company.

Employee Signature

Date

Supervisor

Date

Human Resources

Date

REV 1/2023