

POSITION DESCRIPTION
Mahoning and Columbiana Training Association
An Equal Opportunity Employer

JOB TITLE: Career Consultant		DEPARTMENT: Programmatic	SALARY RANGE: 6
IMMEDIATE SUPERVISOR: Adult Services Coordinator		POSITIONS SUPERVISED: None	
JOB RESPONSIBILITIES: Under general direction, the Career Consultant provides case management for MCTA customers			
QUALIFICATIONS: Associate's Degree in social work, education or related field required. Bachelor's Degree or equivalent combination of education and experience preferred. Experience in interacting with a multi-cultural population. Record of above average performance. Valid driver's license.			
KNOWLEDGE OF:		SKILLS AND ABILITIES TO:	
<ul style="list-style-type: none"> • Computer applications. • Agency services, policies and procedures. * • Federal, state and local laws and regulations. * • Businesses and government, faith-based and community-based organizations. • Organization, planning and scheduling techniques. • Testing and assessment tools/methods. • Current labor market demands and trends. • Vocational, technical, university systems and credential offerings. 		<ul style="list-style-type: none"> • Interpret and apply laws, regulations and policies. • Organize, prioritize and effectively handle multiple tasks simultaneously and meet deadlines. • Communicate effectively (oral and written). • Problem-solve involving several variables. • Identify future needs and potential problems and communicate them to his/her supervisor • Model professionalism and maintain confidentiality. • Communicate sensitive information and counsel effectively. • Apply common sense understanding to carry out instructions furnished in written, oral or diagram form. • Work as a team player, coordinating and collaborating. • Utilize state information system. * 	
* May be acquired after hire.			
% of Time	ILLUSTRATIVE DUTIES: (The duties listed below are intended to depict tasks performed by this classification.)		
20%	ASSESSMENT <ul style="list-style-type: none"> ★ Conduct intake process using effective interview techniques and listening skills. Provide overview of MCTA services. Assist customer in completing paperwork, collect required data and verify information. ★ Assess customer skills, needs, goals and interests, barriers and eligibility for other community resources. 		
20%	CAREER COUNSELING <ul style="list-style-type: none"> ★ Establish clear customer expectations (mutual roles and responsibilities). ★ Develop individual employment plans using appropriate counseling and motivational techniques. Explain programs and choices. Address barriers to employment and make appropriate referrals. Assist the customer with career exploration, developing realistic goals and creating a training and job search strategy. ★ Implement and monitor individual employment plans. 		
30%	CASE MANAGEMENT <ul style="list-style-type: none"> ★ Maintain customer communication through in-person, phone or mail contact throughout training and job search. ★ Recognize need for and implement appropriate intervention in order to maintain flow of customer services. ★ Schedule monitoring activities, report problems, recommend and implement solutions. ★ Conduct follow-up activities. Act as a post-placement advocate for customers, contacting or visiting employers if necessary. Obtain customer feedback about programs and services. 		
20%	ADMINISTRATIVE/CLERICAL <ul style="list-style-type: none"> ★ Manage caseload by writing effective reports, case notes, letters, etc.; maintaining up-to-date customer files; arranging and documenting appropriate services and payments; closing files appropriately upon service completion. ★ Utilize state information system to track customers. 		
10%	MISCELLANEOUS <ul style="list-style-type: none"> ★ Evaluate effectiveness of training and service providers. ★ Coordinate and collaborate with other community organizations. • Prepare and maintain records and reports. • Respond to phone and walk-in inquiries. • Participate in internal and interoffice meetings. • Maintain skills through continuing education such as conferences, seminars, classes and in-house training. • Other duties as assigned. 		
★ Denotes an essential function of this position.			
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