

TITLE: CareerWork\$™ Medical Career Navigator

POSITIONS: 1 Part Time position (20 hours /week)

REPORTS TO: Program Manager

LOCATION: Seattle, WA

SUMMARY

CareerWork\$ Medical provides low-income job seekers access to high demand, entry level, non-clinical healthcare positions with career mobility and benefits at local hospitals and clinics. This free 8-week training program includes in-class replication of workplace expectations, extensive soft-skills focus, review of industry rules and regulations, and intensive customer service training. Program participants also receive career navigation, coaching, and job retention assistance as well as ongoing case management support to remove barriers to work. .

The Career Navigator's primary responsibility is to provide employment preparation, career navigation, job placement and retention support to CareerWork\$ Medical program participants. This position will assist program graduates in obtaining employment at hospital and healthcare institutions through strength-based, client-centered case management, job readiness and soft skill instruction, and job search and job placement assistance. This position will also be responsible for developing and maintaining relationships with hospital recruiters and hiring personnel. Secondary responsibilities include working with the YWCA and the CareerWork\$ Medical Instructor to recruit, evaluate and screen candidates for program enrollment and assist students in identifying strengths to overcome barriers that lead to successful completion of program and employment. The target population for this program is people of color who are low-income and interested in working in the healthcare industry. The Navigator is responsible for engaging members of these communities, assessing them for program fit, and supporting them to succeed in the program.

This position has a social justice component that will require critical thinking around how external systems impact the work that we are doing through the lens of racism and intersections with poverty. Knowing the core principals of antiracism work and grounding those principles in everyday work, as well as working well in non-white environments and championing anti-racism policy, are required job skills and core values. As an equal opportunity employer, we highly encourage people of color to apply.

RESPONSIBILITIES:

RECRUITMENT/ENROLLMENT

- Coordinate with YWCA CareerWork\$™ Medical team and the YWCA Economic Empowerment department to market the program to low income disadvantaged communities through partnerships with WorkSource, community based organizations (CBO's), health care organizations, DSHS, and others
- Screen applicants for program eligibility utilizing the CareerWork\$™ Medical screening standards and based on eligibility for hire by Puget Sound hospitals and clinics
- Inform candidates when they are selected for the program and when they are declined, including providing helpful feedback and resources to assist candidates for possible future selection

PARTICIPANT COACHING

- Participate in on-going assessment of participants over course of program delivery
- Assist participants in identifying strengths to overcome barriers that lead to successful completion of program and employment through one-on-one coaching during course of program
- Counsel students on customer service, professionalism, time management, attitude, behavior, following direction, job performance and other necessary soft skills needed to obtain and maintain employment in the healthcare field

JOB DEVELOPMENT

- Build relationships with healthcare partners to develop job opportunities for program graduates
- Coach participants on strengths in order to build confidence and self-efficacy
- Provide intensive support and coaching to participants who have greater barriers

JOB PLACEMENT

- Promote candidacy of program participants for placement at partner healthcare institutions
- Assist participants in: Resume preparation; Completion of paper and on-line job applications; Interview preparation; Networking skills; and Follow-through skills
- Coordinate with Instructor and employer partners to ensure that each student interviews with each healthcare partner prior to and during the graduation hiring event

RECORDKEEPING AND OUTCOME REPORTING

- Maintain client file documentation on each participant and produce regular reports indicating participant placement, retention and career and salary progression
- Update and maintain program database for tracking and reporting of program outcomes
- Enter client data in the YWCA's Client Track database and assist Instructor and other YWCA staff to analyze program data

RETENTION

- Provide appropriate coaching and support to maximize job retention of program participants
- Conduct a structured participant follow-up effort in coordination with Instructor in order to track employment status of previous graduates
- Assist Instructor to compile monthly program reports on graduation, placement, and retention data

TRAINING SUPPORT

- Assists Instructor with occasional teaching duties
- Work with Instructor and program stakeholders to update and revise program curricula
- Work one-on-one with students who require more instruction or who have excused absences, so that they graduate on time

SOCIAL JUSTICE ADVOCACY

- Incorporate the YWCA's Social Justice Initiative by understanding how racism, sexism, classism and other oppressions intersect and are embedded in institutions.
- Continue search for understanding of racial, gender and class equity.
- Work with Instructor, healthcare recruiters, and other stakeholders to implement policies that promote diversity, inclusion, and racial equity
- Be attuned to internalized superiority and inferiority and how privilege plays out in the classroom and the workplace
- Adhere to all Volunteer Services protocol relative to volunteer usage, recognition and monitoring.
- Assure that clients, staff, volunteers and community partners are treated with respect and dignity regardless of race, ethnic background, gender or socioeconomic background.

OTHER DUTIES & RESPONSIBILITIES

- Deliver program services at other locations as needed
- Prepare materials for program graduations
- Send occasional text and phone reminders to students

QUALIFICATIONS:

- Knowledge of the healthcare industry strongly preferred
- One to two years of demonstrated experience performing work related to client recruitment and enrollment, career assessment and planning, occupational training, workplace readiness, job placement, records maintenance and outcomes reporting
- Knowledge of case management and career navigation practices
- Strong customer service orientation
- Sensitivity to the needs of YWCA clients who are homeless, low income, limited English speaking, or impacted by domestic violence, substance abuse or other barriers to employment
- Experience working with communities of color and people from different cultures than your own.
- Demonstrated understanding of the intersection of racism and poverty
- Oral, written, and interpersonal communications skills
- Computer familiarity with Windows, Word, Excel, and Outlook
- Experience working with multi-cultural and/or disadvantaged populations
- Bachelor's degree in social services, social work, education, or related field desired. An equivalent combination of experience and education will be considered
- Core competencies expected: Achievement (Meets performance targets for class recruitment, placement, retention); Collaboration (Works well among team and program partners); Communication (Oral and written skills); Customer Service (Assess needs provide assistance, resolves problems); Discernment/Judgment (Makes decision collaboratively and wisely during recruitment and instruction); Fostering Diversity (Includes people from diverse backgrounds in program design and delivery); Initiative (Working independently); Innovation (New program Startup); Interpersonal skills (Client/Staff interaction); Planning & Organizing (Developing Curricula, Managing a class); Problem Solving (Overcoming barriers to employment); Professionalism (Represents agency professionally and instills professionalism in clients); Technical Expertise (Applies and improves specialized knowledge of the medical industry)

PHYSICAL DEMANDS OF THIS POSITION: *The physical demands described here are representative of those that must be met by and individual to successfully perform the essential functions of this job. In performing this position, the employee:*

- Continuously exchanges information through listening and talking with clients, agency staff, employers, representatives of community organizations and other individuals in the community
- Frequently stands, walks, sits, and climbs in performing duties in the office and in traveling to off-site meetings
- Frequently lifts and carries up to 5 lbs. of paperwork, files, and training materials, occasionally up to 40 lbs.
- Frequently to occasionally performs close work while updating files, reading program information, and using computer
- Occasionally kneels, bends, pushes and pulls in obtaining files in drawers
- Occasionally stands for long periods of time while conducting training programs or attending job fair

**Constantly requires this activity or exposure 66+% of the time, frequently: 33%-66%, occasionally: up to 33%.*

BENEFITS, HOURS, RATE:

- Hourly rate \$16.35-17.50 DOE
- 1 position: Part-time, 20 hours per week
- Fair Labor Standards Act (FLSA) Classification: Non-exempt

- This position is not eligible for medical benefits, however does receive generous time-off benefits include vacation, holiday and sick leave plans
- At the time of hire, employees may choose to voluntarily enroll in the Fidelity 403b Plan. Typically after 2 years of employment, employees are eligible to participate in the YWCA Retirement Fund.
- Grant-funded position reviewed regularly for funding availability.

POSITION CLOSE DATE: Open until filled

TO APPLY: All applicants can submit resume and cover letters to mbhiring@ywcworks.org

YWCA Seattle|King|Snohomish is an equal opportunity employer