



Title: Senior Employment Specialist
Department: Client Services
Immediate Supervisor: Downtown Site Director
Location: Downtown Los Angeles

Duties and Responsibilities to include but not limited to:

1. Orient, assess, and provide employment consultation for new clients, and working clients as needed.
2. Leverage client background, and experience through employment consulting.
3. Oversee the day-to-day case management of both working and non-working client cases as assigned.
4. Assist in the development and implementation of pre/post employment workshops as needed.
5. Maintain accurate client/program statistics to manage caseload and generate reports as needed.
6. Maintain up-to-date internal and external referral resources that facilitate client employment search.
7. Organize, plan, and facilitate Retention/Evening Group meetings as assigned.
8. In Site Director's absence, handle any client issues or other office issues as they arise.
9. Assist in management and training of new staff and Employment Specialists at Chrysalis through year-long service placements.
10. Maintain strong working relations with all staff.
11. Represent Chrysalis to stakeholders.
12. Other duties as assigned.

1. Orient, assess, and provide employment consultation for new clients and working clients as needed.

Introduce new clients to Chrysalis' services and mission. Conduct client assessment interviews to determine eligibility, collect demographic data, social history, employment, and educational background. Assess clients for job readiness, including substance abuse, legal history, and mental and physical health. Provide information about and referral to educational opportunities, training programs, and other social service resources. Provide back up to scheduled volunteers by conducting Job Preparation classes, practice interviews, computer classes and other seminars in order to meet the stated objectives.

2. Leverage client background and experience through employment consulting.

Assist clients individually to gain, maintain, and advance in employment. Assist client with writing resumes, cover letters, and thank you letters. Help clients clarify skills and qualifications to prepare for their job searches. Meet and counsel each client weekly to monitor daily job search activities. Refer appropriate clients to Chrysalis Enterprises for job placement. Accurately document and monitor the distribution of job search resources, such as bus fare, clothing, etc. Provide individual employment counseling, post-employment follow-up, and support. Refer appropriate clients to Job Retention Program.

3. Oversee the day-to-day case management of working and non-working clients cases as assigned.

Have a clear understanding of the client tracking software. Keep track of client statistics in the electronic case management system and other data collection methods as needed. Maintain a current file for each client documenting client information, activities (intake, job prep classes, etc.), progress, resource utilization, and program outcomes, inputting information into the system in a timely manner.

4. Assist in the development and implementation of pre/post employment workshops as needed.

Participate in the development of training materials that improve curriculum and assists clients to get employment. Implement and deliver applicable training workshops that assist client to retain and grow in employment. Coordinate with program team to improve curriculum content and resources.

5. Maintain accurate clients/program statistics to manage caseload and generate reports as needed.

Input data from client Assessments into client tracking tool. This information includes: demographics, employment/work skills, education, housing, physical/mental health, substance abuse, legal status/history, and income/assets. Document client program participation and resource usage in applicable database. Maintain accurate case notes and data reports that reflect client progress and challenges. Analyze and report monthly data as required to maintain accurate client and program-based statistics.

6. Maintain up-to-date referrals resources for clients to facilitate employment search.

Refer clients to local community resources and also to resources within Chrysalis. Community resources include alcohol/drug recovery, medical services, mental health services, legal services, shelter/housing, and job training. Chrysalis resources include various workshops, computer classes, resume preparation sessions, practice interviews, and Chrysalis Enterprises transitional employment.

7. Organize, plan, and facilitate Retention/Evening Group meetings as assigned.

Plan curriculum for daytime and evening Retention, Career Development and Support Groups. Provide guidance and support to Employment Team to improve clients' ability to get, keep, and grow in employment. Participate in Weekly Case Conference meeting and Team meetings identify ways to improve client related services.

8. In Site Director's absence, handle any client issues or other office issues as they arise.

When Site Director is out of the office, the Senior Employment Specialist should act as the office supervisor, in terms of client services as well as office/maintenance issues that come up. Other Client Services staff would thus refer any questions or concerns to the Senior ES.

9. Assist in management and training of new staff and Employment Specialists at Chrysalis through year-long service placements.

Providing management and training support around basic job functions (i.e. Assessments, case management, documentation, reporting, etc.). In addition, provide guidance on how to effectively work with clients and resolve difficult client situations.

10. Represent Chrysalis to stakeholders.

Be equipped to give site tours/presentations as requested that cover organizational history, mission, goals, and outlook. Provide education and mediation to employers. Provide job development as needed.

11. Other duties as assigned by Supervisor.

Job Skills & Qualifications:

- BA or BS in related field.
- At least 3 years experience in direct social service work or related field.
- Prior experience supervising staff strongly preferred.
- Strong computer and word processing skills are required.
- Ability to motivate others and to solve problems.
- Team player who is willing to help other employees when needed.
- Strong understanding and/or experience working with homeless, low-income, and recovering populations.
- Sensitive to various cultures and lifestyles.
- Excellent verbal, written, communication and organizational skills.

To Apply:

Please email a thoughtful **cover letter** *and* **resume** to Neidy Portillo-Tseng at neidy@changelives.org.
Read more about Chrysalis at www.changelives.org.