

# **BERKSHIRE TRAINING AND EMPLOYMENT PROGRAM**

## **Job Description**

**Job Title:** Career Counselor – Recovery Support  
**Department:** Professional  
**Reports To:** Manager of Program Operations  
**FLSA Status:** Non-exempt

### **SUMMARY**

The Recover Support Career Counselor works as an active and integral member of MassHire Berkshire Career Center's Special Populations Department. The Career Counselor is responsible for the direct delivery of program services to dislocated workers to support the National Health Dislocated Worker Grant to mitigate the impact of the opioid crisis on the Berkshire County workforce. Many customers served have significant barriers to entering the workforce. The Career Counselor will provide detailed career assessments, career counseling, case management, workshop presentations, work readiness facilitation, and establish short-term and long-term career goals. The Career Counselor will develop relationships with area businesses with the goal of providing internships, employment opportunities, training assistance, and assisting in entering post-secondary education. In addition, the Career Counselor will actively engage in work experience site development, internships, post-secondary education, training, and employment services outlined in the program(s) scope of services. The Recover Support Career Counselor may occasionally work hours outside traditional workday to support program needs.

### **DURATION OF EMPLOYMENT:**

Grant Operational Period runs through September 30, 2025. There is a possibility of extending into future years pending availability of funding, consistent service delivery and program performance.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Provide detailed career assessments, labor market information, and assist in creating goals for all participants who are assigned. Collect, organize, and analyze information about participants through records, tests and interviews. Assess eligibility, interests, aptitudes, and abilities for program enrollment.
- Assist participants in making informed choices regarding training, employment, and career options.
- Monitor progress and address barriers for all participants. Provide follow-up, support services and provide referrals to transitional services to all placed participants to ensure successful retention and document in the Massachusetts One Stop Employment System (MOSES).
- Meet individually with each participant to review service plan and progress toward goals and document case management activities in MOSES database in a timely and accurate manner.
- Database requirements: Employment tracking, job matching, measures, and outcomes
- Facilitate work readiness workshops for participants. Topics may include resume writing, interview preparation, leadership, life skills, and other career-related or recovery specific topics.
- Maintain ongoing contact with program participants on a daily basis and monitor progress toward completion of program requirements, providing individualized support as needed, including resource and referrals, and site visits.
- Maintain ongoing contact with training providers, employer partners and worksite locations to ensure participant success.
- This role is primarily based in the office, but it also involves significant time spent in the community. Travel is required.
- Develop partnerships with local employers and familiarize themselves with community service

agencies such as the Department of Transitional Assistance (DTA), Massachusetts Rehabilitation Commission (MRC), Department of Children and Families (DCF), housing, family support agencies, and other supports that can assist participants.

- Document and maintain timely and accurate records, case files and database entries.
- Assist community partners in the implementation of services and refer qualified participants to MassHire Berkshire Career Center.
- Work collaboratively with the MassHire Berkshire Career Center team
- Attend all meetings, trainings, cross-trainings and workshops deemed necessary to enhance delivery of program services.
- Organize workshops, trainings and events, in collaboration with community partners to engage program participants.
- Become familiar with Berkshire County employers within the Behavioral Health Industry
- Co-enroll participants in as many agency programs as allowed to maximize training and education opportunities for participants
- Complete all required program documentation and funding agency reports accurately and timely
- Contact customers who are absent to encourage participation and engagement
- Meet with supervisor to review participant progress, documentation, job development activities, contract compliance and address program challenges
- Other related duties as assigned
  - Site visits for in person participants
  - Collect participant time sheets and ensure accuracy

#### **EDUCATION/EXPERIENCE:**

Bachelor's degree desired or combination of education and experience demonstrating sufficient competency to fulfill position duties and responsibilities. Experience in Workforce Development, partnership building, and working with a diverse population a plus. Lived experience strongly preferred. Must have knowledge of or experience working with individuals impacted by substance use.

#### **SUPERVISORY RESPONSIBILITIES**

- The Career Counselor has no supervisory responsibilities.

#### **SKILLS**

- Initiative
- Ability to work independently when necessary.
- Excellent team player and a passion for working with those in recovery or impacted by substance use.
- Organized, creative, capable of handling multiple projects/tasks at once.
- Strong Microsoft Office and data entry skills
- Ability to build effective relationships with program participants, educators, and businesses.
- Ability to operate independently and function in frequently ambiguous circumstances without clear guidelines and supervision.
- Ability to use databases and learn MOSES.
- Excellent ability to communicate orally and in writing.
- Balances team and individual responsibilities; contributes to building a positive team spirit.
- Meets attendance and punctuality guidelines; takes responsibility for own actions.
- Follows instructions; responds to management direction; asks for and offers assistance when needed.

#### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation will be made to enable individuals with disabilities to perform the essential functions.

**Language Skills:** Ability to read and comprehend complex instructions; ability to write complex correspondence; ability to effectively present information in one-on-one and group situations.

**Mathematical Skills:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, percent and to draw and interpret bar graphs.

**Reasoning Ability:** Ability to apply common sense and understanding to carry out detailed written or oral instructions; ability to deal with problems involving complex variables.

**Computer Skills:** To perform this job successfully, an individual should have knowledge of internet, Windows, MS Office suite including Word, Excel, Outlook, and PowerPoint

**Certificates, Licenses, Registrations:** Valid driver's license and reliable vehicle are required. Travel will be required.

**Specialized Training:** Recovery Coach Training and Naloxone Administration Training are required for this position and will be provided for those who have not previously completed the required courses.

**Physical Demands:** None specified

**Work Environment:** None specified

For consideration, please email resume to [pwojtkowski@MassHireBerkshireCC.com](mailto:pwojtkowski@MassHireBerkshireCC.com)