

LifeWorks! Client Advisor/Facilitator Job Description

Job Title: Client Advisor/Facilitator

Report To: LifeWorks! Program Director

Position Status: Full Time-Non-Exempt-40 hours work week

Program Description: The Center for Community Transitions (CCT) is a Charlotte, NC based nonprofit that helps people with criminal records and their families find healthier and more productive ways of living.

Position Description: The LifeWorks! Client Advisor/Facilitator will facilitate classes and provide supportive services to clients enrolled into the program. Client Advisor/Facilitator will provide basic client advisement /counseling services to persons with criminal records. S/he will facilitate various employment readiness classes and workshops using LifeWorks Employment readiness curriculum and serve as support to the Program Director.

Confidentiality: CCT employees have an obligation to respect the privacy of CCT clients and to keep information obtained in confidence. Each employee will sign a code of ethics statement.

Duties and Responsibilities:

- Provide reentry and career counseling to ensure successful reentry and/or transition
- Assist clients with development of personal and professional goals.
- Assist clients with housing information, food, clothing, obtaining valid NC identification and other specific needs
- Conduct initial client intake interviews and assessments
- Write and update individual client-based, goal-orientated plans
- Develop and maintain positive relationships with community partners, volunteers
- Utilize the organizations methodology when working with clients
- Maintain detailed case records, complete weekly, monthly and quarterly statistical and activities reports
- Participate in training opportunities and continuous improvement loop
- Facilitate various employment readiness classes
- Implement duties in compliance with CCT guidelines and policies and according to programmatic requirements from funders
- Complete tasks as assigned by supervisor
- Participate in client staffing with community partners
- Track clients progress within two-week LifeWorks! employment readiness class and two weeks of networking

- Document, collect and prepare client progress findings and goal-orientated plans for client/referral sources as needed

Knowledge and Experience:

- Excellent oral/written communication, interpersonal relations, supervision/management of resources, organization, and public relations/marketing.
- Strong personal networking and relationship building skills
- Well-organized, motivated individual, with excellent communication (oral and written) skills
- Proficient computer skills (Word, Excel, Access & Internet)
- Excellent presentation skills and ability to manage a classroom
- Knowledge of criminal justice and reentry issues for people with criminal records and their families
- Knowledge of adult learning models and cognitive skill building
- Able to create, evaluate and modify services to maintain outcome measures and meet client needs
- Have an awareness of multicultural issues and adjust programs as necessary to meet needs of different groups
- Must be able to develop/maintain effective partnerships with community constituents, local governmental agencies, non-profit groups, and college personnel.
- Must be able to work independently and solve complex problems using their own judgment/discretion.
- Flexible, persistent, patient and able to work with all socio-economic levels

Knowledge/Experience:

- Minimum of Associate's Degree
- NC Driver's License
- Two or more years of relevant experience (ie. reentry, incarcerated individuals, transitional services, child and family, marital)

Desired Skills:

- Excellent verbal and written communication
- Ability to work effectively with people in a culturally competent and sensitive manner
- Flexible and attention to detail
- Ability to recognize your own limitations and respond to difficult situations;
- Ability to work in a self-motivated, independent way;
- Ability to collaborate with colleagues from other disciplines
- Friendly and personable, can easily build relationships
- Computer skills for data management and correspondence
- Good telephone skills
- Understanding of human resources

Interested candidates should email the cover letter, resume and salary requirements to Sopona Eason at season@centerforcommunitytransitions.org.