



Position Title: Employment and Training Specialist
Department: Human Services
Exemption: Non-Exempt
Supervisor: Director, Employment and Training
Date Revised: November 2022

Job Summary:

The Employment and Training Specialist will provide job placement assistance and training to Veterans experiencing or at risk for homelessness across Eastern Massachusetts to determine employment and training opportunities consistent with the Veteran's interests, aptitudes and abilities to help Veterans obtain and maintain quality employment with prevailing wages. This position maintains a case load of about 40 – 50 Veterans.

Primary Responsibilities:

- Engage Veterans and establish trusting, collaborative relationships to assist Veterans in obtaining training and employment that best meets their needs and interests.
- Work collaboratively with Veterans to identify their strengths and barriers to develop Individualized Employment Plans capturing each Veteran's self-identified employment and training goals.
- Complete employment and training intakes, employment case notes, scanned documents, and other required documentation in ETO to meet funder and agency requirements by the deadline.
- Actively seek job opportunities using a variety of techniques, including employer outreach, internet research, employment networks, job fairs, community outreach, presentations at community based organizations, and other creative initiatives.
- Provide Veterans information on eligible benefits including but not limited to the SSI/SSDI Work Incentives, PASS Plan, and Trial Work Periods.
- Provide ongoing follow-along and placement support and follow up to improve job, training and school retention, and ensure accurate reporting.
- Respond to issues of employers, schools, training and Veterans served.
- Work in a collaborative manner with Human Services staff to coordinate and monitor employment goals with input from the Veteran, Case Manager and Housing Specialist.
- Hold consistent office hours at partner agencies to provide employment and training services to Veterans.
- Monitor the computer labs throughout the day to assure Veterans are using the labs appropriately, labs are clean and tidy, and work to resolve any technology issues with IT as needed.
- Conduct outreach and in/outreach services to Veterans living in the Center and in the community so they are aware of and connected to employment and trainings services.
- Complete all documentation in a timely, thorough manner.
- Conduct employment related groups and trainings as needed.
- Develop employer contacts to learn about local businesses and employer needs.
- Coordinate and implement outreach, education and support to employers.
- Strive to deliver the highest customer service experience to all internal and external customers.
- Ability to embrace and demonstrate NECHV's Harm Reduction and Trauma Informed Care models within all aspects of the work.



- Attend and actively participate in department, case conferencing and program meetings/trainings as required.
- Take initiative to perform other duties as needed.

Required Qualifications:

- Bachelor's Degree required.
- 2 to 5 years' experience with job development, employment and/or case management.
- Ability to work one on one with underserved populations facing multiple barriers.
- Experience working with a population facing multiple barriers (examples: histories of incarceration, behavioral health diagnoses, homelessness and minimal employment histories).
- Experience delivering job readiness/workforce development curriculum, training and presentations, curriculum development a plus.
- Ability to work independently and collaboratively with staff and teams.
- Strong verbal and written communication skills.

Essential Functions:

- Valid Massachusetts Driver's License.
- Ability to travel throughout Eastern Massachusetts.
- A passion for working with at-risk Veterans that may face a multitude of challenges.
- Ability to work independently and as a team player.
- Ensure the highest standard of Veteran confidentiality is maintained.
- Proficient with Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook) and databases.
- Ability to communicate effectively both orally and in writing with staff, agencies, and organizations.
- Ability to work with complex, homeless and at risk Veteran population.
- Maintain strong personal and professional boundaries.