

<b>Job Title</b>	Service Navigator
<b>Employer/ Agency</b>	SER-Jobs for Progress
<b>Job Description</b>	<p><u>POSITION OVERVIEW/GENERAL RESPONSIBILITIES:</u> SER-Jobs for Progress is seeking a dynamic individual to join its growing staff team. The Service Navigator will work closely with the Workforce Development Lead to provide coaching, and job placement assistance to help low-income individuals increase their income and achieve career goals by assisting them in navigating the various workforce development systems and resources in the community. The position serves as SER's first point of contact to the community. Other responsibilities include supporting communication activities, serving as liaison and SER representative at meetings, and establishing and maintaining partnerships to advance SER's mission.</p> <p><u>WORK DUTIES MAY INCLUDE, BUT ARE NOT LIMITED TO:</u> Service Navigation: Compile an electronic resource manual that contains information regarding federal, state, and local; (i) resources and supportive services, (ii) training and apprenticeship programs, (iii) financial aid and scholarship/grant options and sources, and (iv) labor market data and career opportunities that are available in the local area. Career Coaching: Plans, organizes, and conducts individual coaching sessions. Adjusts coaching technique, based on the strengths and weaknesses of individuals. Assists client in understanding their abilities, talents, interests, and personality characteristics in order to develop realistic career options. Files reports that detail individual assessments, demographics, provide insight to current situation, and opportunities for future action plan efforts. Builds community partner network to ensure clients are properly served to address personal, social, behavioral concerns, and all needs are addressed through SER services and/or through partnering organizations. Job Placement Assistance: Provide job search assistance to general employment services clients including referral to job readiness workshop that includes resumes, interview techniques, and mock interviews. Follows up with clients to offer continuing job search coaching and assist in obtaining regular, full-time employment. Keep abreast of Regional Labor Market information in local and national trends in new occupations. Other duties as assigned</p>
<b>Qualifications</b>	<p><u>REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:</u> Bilingual Required (English/Spanish). Knowledge of coaching techniques. Able to conduct labor market research on individual employers and industries, as well as specific occupations and their education, experience, and credential requirements. Interact and maintain good working relationships with individuals of varying social and cultural backgrounds. Communicate efficiently and effectively both verbally and in writing. Strong leadership skills. Results driven. Detailed oriented. Proficient computer skills (Microsoft Office Suite 2007). Ability to handle confidential information in accordance with the Federal Privacy Act. Willingness to engage in continuous learning and training. Carry out multiple tasks and meet deadlines. Interact and maintain good working relationships with individuals of varying social and cultural backgrounds. <u>REQUIRED EDUCATION and WORK EXPERIENCE:</u> Bachelors degree in business, social work, or related field (preferred). Two years of experience working with workforce development or social service programs. Demonstrated flexibility and experience working with</p>

	sensitive and diverse populations.
<b>Salary/Hours</b>	Competitive, DOE. Monday – Friday, 8am – 5pm (non-exempt employee)
<b>Employer/Agency</b>	SER-Jobs for Progress
<b>Address</b>	201 Broadway
<b>City, State, Zip</b>	Houston, TX 77012
<b>Contact Person</b>	Altonette Perry
<b>Contact Title</b>	Workforce Development Director
<b>Telephone Number</b>	713-773-6000 (phone number to not be disclosed in posting)
<b>Fax Number</b>	713-773-6010
<b>Email Address</b>	<a href="mailto:jobs@serhouston.org">jobs@serhouston.org</a>
<b>Application Method</b>	<u>TO APPLY:</u>  Please submit a resume and thoughtful cover letter, outlining how your skills and experience meet the qualifications of the position and stating how you heard about the opportunity, to <a href="mailto:jobs@serhouston.org">jobs@serhouston.org</a> by Sunday, August 25th. Please enter "VACANCY - Service Navigator" in the subject line. No phone calls please.
<b>Opening Date</b>	August 13, 2013

To post a job opportunity or if your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at [mswjobs@central.uh.edu](mailto:mswjobs@central.uh.edu) with the hiring details of your new job opportunity. Thank you.