



**Community Engagement Employment Specialist  
Supportive Housing Education and Employment Program  
San Jose, CA**

Located on the Menlo Park/East Palo Alto border, JobTrain is a private non-profit job-training center and accredited school that offers an array of career training programs and supportive services for adults and out-of-school youth to help lead them to sustainable, stable careers. We serve individuals who have overcome significant academic, career and personal challenges to be successful in school and work arenas, and you will help make this a reality!

The Community Engagement Employment Specialist will be an emissary of JobTrain, who will focus on cultivating meaningful relationships with Santa Clara County agencies, community based organizations and the business community, in order to increase interest and enrollment in JobTrain's vocational training programs and Career Center that will provide clients with work readiness workshops, counseling and job referral support. Currently JobTrain's career training programs focus on construction, healthcare, information technology and culinary arts, which are all high-demand, growing fields. Over 75% of program graduates are placed into jobs, making well above minimum wage.

This program will provide skills upgrade, education and training, work readiness support, employment counseling and job development services to help prepare: low-income individuals with barriers to employment; people who currently or formally have experienced homelessness; at-risk youth and individuals with minimal skills or education; and, formally incarcerated individuals find a job and career of their choice. This program includes a Career Center to support residents with rapid employment services. JobTrain will work with all program residents who are actively seeking employment and provide them with referrals and job placement services. The Supportive Housing Education and Employment Program is also designed to be mobile so the staff will travel to satellite locations (usually at community CBO's offices) and provide work readiness services, employment counseling, job referrals and support. The second year of this program will include a vocational training component, whereby residents will have the opportunity to earn industry certified certificates which can propel them on a career pathway that they choose.

The primary portion of the work activities will take place in Santa Clara County and will report to the Regional Director. The Community Engagement Employment Specialist will play a key role in developing and maintaining relationships with key stakeholders in Santa Clara County and in other parts of the Silicon Valley.

To be successful in the position, you will need to quickly build rapport with CBO's, stakeholder agencies, clients and develop a strong understanding of their needs and determine how this program aligns with their mission and values. You understand the value and positive impact that education, training and employment has on the life of residents, and will be able to cultivate relationships with organizations and businesses providing support to the targeted population. An ideal candidate will have extensive experience working with the homeless and/or at-risk populations, strong organizational and

communication skills, experience designing and developing new programs, the ability to interact with several different audiences, and flexibility with the developing needs of an enterprising program.

### **Key Responsibilities**

- Develop and cultivate relationships with CBO's, stakeholder groups, agencies and clients.
- Identify prospective new partners from which we can recruit clients and share resources.
- Create and maintain local relationships with city departments, community based organizations, advocacy organizations and the business community.
- Ensure JobTrain is engaging client's, gathering data, and using that data to determine what opportunities clients are seeking in order to garner high usage of the program at hand.
- Engage with the Bay Area business community by networking, participating in local meetings, and building relationships across multiple sectors.
- Prepare materials and effectively deliver presentations to prospective partners highlighting the needs of unemployed and underemployed youth and adults.
- Ensure partners have a thorough understanding of Supportive Housing Education and Employment Program and are committed to providing resources and support; while ensuring that the program staff develop a thorough understanding of partners' needs.
- Engage the business community for training, internships and employment opportunities that are aligned with what clients are seeking.

### **Cultivate and strengthen current and new partnerships**

- Understand interests and needs of the partners and steward relationships by providing high-quality customer service, timely communication, and support during program implementation.
- Anticipate potential issues that may negatively affect the clients, and collaborate cross-functionally to bring issues to resolution.
- Maintain all data in Salesforce and HMIS, and ensure necessary information is communicated.

### **Community Engagement**

- Participate in meetings that advance the Supportive Housing Education and Employment Program relationships in the South Bay, with businesses, community organizations, supportive housing and other education / vocational training service providers.
- Help develop, organize, and execute events that engage the target population, clients, partners, volunteers, and other key stakeholders.
- Build relationships with local supportive housing and other service providers to recruit clients for the Supportive Housing and Education Training Program in the South Bay.

### **Program Support and Career Center Operations**

- Develop a comprehensive understanding of available training and resources available at/with JobTrain and partnering organizations.
- Under the direction of the Regional Director, build new systems to support program operations.
- Assist job seekers with resume advice and development, filling out a job application, and other job search needs.
- Manage scheduled activities, and maintain/update key documents and resources.
- Track and report quantitative and qualitative program data, such as attendance, client progress, success stories and program modifications.
- Conduct work readiness and other workshops.

- Learn about partner's referral process and make referrals.
- Maintain professional appearance of the Career Center, including updating the job board.
- Other related duties as required.

### **Qualifications**

- Four-year degree in relevant field or equivalent work experience preferably with homeless or at-risk populations
- Two years of relevant experience in a nonprofit organization or in the coordination of new programs
- Demonstrated maturity and cultural competency for working with diverse populations; comfortable networking and building relationships with a wide variety of stakeholders
- Knowledge of homeless policies, supportive housing history and current trends in the Bay Area strongly preferred
- Self-starter and relatively self-managed; takes initiative to learn and ask for help when needed
- Strong attention to detail and administrative skills; able to develop organized systems with minimal direction
- Ability to facilitate workshops and give presentations
- Strong oral and written communication skills, including basic Microsoft proficiency
- Access to a car and/or ability to drive is required

### **How to Apply**

Interested candidates should email a résumé and thoughtful cover letter to [info@jobtrainworks.org](mailto:info@jobtrainworks.org) with **Community Engagement Employment Specialist** in the subject line. This position is now open and applications will be accepted until the position is filled. JobTrain is an equal opportunity employer. Successful candidates must have legal residency and work eligibility in the United States (per INS Form I-9 instructions). **JobTrain will require the successful candidate to undergo a background check.**

Note: Applications will be reviewed as they are submitted. Due to the volume of inquiries that we receive we are not able to respond personally to every resume. We do review every submission carefully and will contact those that we would like to bring in for an interview.