



**Benefits and Resource Counselor  
San Jose, CA  
(Permanent - Full-Time - Exempt)**

JobTrain headquarters are located on the Menlo Park with satellite location Career Centers in East Palo Alto and San Jose. JobTrain is a private job-training center and accredited school (accredited by the Western Association of Schools and Colleges - WASC). JobTrain offers an array of vocational training programs, workshops, career center services, ESL classes and programs and services for in-school and out-of-school youth. Our vocational training classes, academic support, and employment readiness programs are primarily geared toward individuals needing assistance with overcoming significant academic, career and personal challenges to be successful in school and work arenas. Funded by a combination of federal, state, and private-sector grants, JobTrain's programs, and services offer people an opportunity to move forward with accomplishing their educational and career goals towards achieving full economic mobility.

The Santa Clara County Career Center is located at 1560 Berger Drive, in San Jose, CA. The Benefits and Resources Counselor is responsible for supporting the operations of the Santa Clara County Career Center and perform activities to help clients access supportive services to help them succeed in training and obtain and maintain gainful employment. We are looking for a candidate who is excited about breaking new ground with us in the field of workforce development and working with people who are homeless or formally homeless begin the steps towards education, training and career goals. This is a full-time position reporting to the Regional Director. The candidate must have proven experience working with people who have barriers to employment and providing services to address those needs.

Overview of position: The Benefits and Resources Counselor is responsible for the day-to-day case management, community outreach and presentations, data entry, record keeping and other administrative supports. The Benefits and Resources Counselor will also carry a small caseload of Rapid Re-housing and Homeless Prevention clients. All clients that are enrolled into the Career Center programs and services and self-disclose barriers to employment e.g., childcare, transportation, record expungement, housing, food insecurity, etc., these clients will be introduced to the Benefits and Resources Counselor so that a can be developed to address the needs. Occasional evening and weekend work are required as is travel within Santa Clara County.

**RESPONSIBILITIES**

Reporting to the Regional Director, the Benefits & Resource Coordinator will have the following responsibilities:

- **Coordination.** The Coordinator will ensure that the benefits and resources made available are the strongest and most appropriate set of services to meet the needs of the people we serve. As demographics and the economy of the area change the Coordinator will ensure that referral services are effective and that we have the right

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set of services for the needs we are seeing. The coordinator will advocate with the Regional Director for the addition of necessary services that are missing. The Coordinator will seek out and build relationships with appropriate service providers.

- **Case Management.** The Coordinator will be responsible for direct services including intake/benefits screening, assessing client needs, helping families apply for safety net benefits such as Medi-Cal and CalFresh (formerly known as Food Stamps), providing and researching relevant resources and information centered around client needs, and making appropriate referrals to financial, wellness, legal, and tax partners as well as other referral resources. **Follow up and organization is essential.**
- **Community outreach and presentations.** The Coordinator will establish and maintain effective public relations and working relationships with partner organizations for purposes of outreach and networking. Specifically, s/he will disseminate JobTrain materials, keep a calendar of events, conduct presentations, and maintain contact with community organizations to promote JobTrain. The Coordinator will represent JobTrain at community events and meetings, including occasional weekends and evenings. Some travel throughout the county is required.
- **Database entry and reporting.** The Coordinator is responsible for recording outcomes; ensuring that all participant data and demographics are recorded accurately and in a timely fashion in Salesforce; and tracking outreach activity and referrals. The Coordinator will also submit reports and required documentation to the Regional Director on a timely basis.
- **General Program Duties.** The Coordinator will assist the Regional Director with other related duties as required including clerical, administrative and other miscellaneous tasks. S/he will participate in recommended training programs, conferences, courses and other aspects of professional development and attend meetings where needed.
- Other duties as assigned.

### **Skills**

- Demonstrated ability to problem solve.
- Ability to work as part of a team.
- Expert communication skills and counseling abilities.
- Skilled at establishing public relations and building up resource networks.
- Must be strongly detail-oriented and organized.
- Must be very reliable and trustworthy in handling confidential information.
- Must have strong organizational and interpersonal communication skills.
- Ability to coordinate with professionals from different backgrounds, working at different levels.
- Accuracy in maintaining client records using databases.
- Knowledge of city and county safety net programs and services.
- Ability to work effectively with youth, adults, veteran and seniors, from diverse economic, cultural, and ethnic backgrounds.

### **Experience**

- Solid case management skills, experience and understanding of the establishing and maintaining of externships.
- Some understanding of web site technologies or Salesforce a plus, but not required.

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- Proven strengths-based career and job development counseling and/or coaching with a diverse client base.
- Experience providing counseling services and case management.
- Trauma Informed communication skills and comfortable making presentations.
- Proficient user of computer technology.
- Demonstrated organizational skills and attention to detail.
- Demonstrated ability to take initiative and work independently.
- Knowledge of supportive housing and homeless services
- Established knowledge in community resourcing and strong community connections.
- Fluency in Spanish is desired.

### **Education**

Bachelor's degree in social work, human services, public administration, criminal justice, sociology, psychology, education, or related behavioral science field preferred, plus 2 years of relevant work experience working with immigrants and low-income populations from diverse socio-economic, cultural, and ethnic backgrounds and have a strong passion to help empower individuals to make positive changes in their lives.

or

Completion of two years of college AND four (4) years in resources management, case management, community engagement or community relations.

or

Related 7+ years' experience work with homeless individuals, addressing barriers to housing stability: recovery/addiction/relapse, mental illness, under- employment, and various other obstacles, providing supportive counseling on public benefits and referrals to community resources may be considered in lieu of a bachelor's or associate degree.

### **Salary**

DOE. Position includes medical, dental, and life insurance, as well as optional 403(b) plan.

### **How to Apply**

Interested candidates should submit a résumé and cover letter to [info@Jobtrainworks.org](mailto:info@Jobtrainworks.org). The position is now open, and applications will be accepted until the position is filled. 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.**

JobTrain is an Equal Opportunity Employer and does not discriminate against any employee or applicant for employment because of race, color, ethnic background, religion, gender, gender identity, gender expression, sexual orientation, age, marital status, physical or mental disability or national origin. Culturally and racially diverse or individuals with lived experience applicants encouraged to apply. Please let us know if you need accommodations or auxiliary aids for the interview process.