



CAREER ADVISOR - LOB

ABOUT THE ORGANIZATION:

As one of the most established and successful social enterprises in the country, Goodwill Industries of San Francisco, San Mateo, and Marin Counties, Inc. leads the field through innovation, continuous improvement, and a commitment to those we serve. The businesses we grow and operate (e.g. retail stores, Ecommerce, specialty boutiques, value stores, and salvage businesses) fund local job placement and employment training opportunities that give people a second chance to build a sustainable livelihood.

Although we are in our 100th year of service, we approach our work like an innovative start-up with unlimited potential. We seek bright, resilient and caring strategic thinkers to join us as we greet a new century of innovation, achievement, and social and environmental responsibility.

JOB SUMMARY:

The Career Advisor is responsible for delivering comprehensive career services to our internal employees. This position will provide recruitment, Intake, assessment, coaching support, training and job placement services to Goodwill's employees. This position will also support our community workshops and employment assistance programming. This position will collaborate closely with Goodwill's Employer Engagement team and San Francisco's Workforce Development system to match job seekers with employment opportunities in growth industries.

This position will be working primarily out of our warehouse in South San Francisco, but will also require travel to other Goodwill locations.

RESPONSIBILITIES:

- Recruit internally and externally potential participants for Goodwill's programming.
- Provide one-on-one assessments and career coaching to enrolled participants.
- Develop individual development plans for each participant to meet their short and long-term goals, while creating steps to achieving those goals.
- Facilitate career readiness, professional development, and life skills workshops.
- Build rapport and excellent working relationships with managers, employees and external partners.



- Develop and maintain relationships with and make appropriate referrals to other service and training providers who can assist participants with supportive services designed to mitigate barriers, enhance employability, and maintain employment and individual growth.
- Provide support at employer hiring events, job fairs and community events.
- Work as part of an interdisciplinary team with instructional team, onsite referral partners and employer engagement staff to ensure participants success
- Maintain up-to-date knowledge of Labor Market Information and relevant training/program requirements/directives.
- Input job seeker information into CRM system, maintain electronic and hard copy confidential case files, document participant progress in service entries and case notes, prepare progress reports, and complete employment retention and other documentation.
- Prepare participants for employment, including resume preparation, interviewing skills, and workplace etiquette. Work with job seekers to complete a professional development portfolio.
- Participate in the ongoing development and evaluation of training programs for our lines of businesses.

QUALIFICATIONS:

- Bilingual English/Chinese (Cantonese) strongly encouraged to apply
- Two years' experience in career counseling and/or Bachelor's Degree
- Must be able to pass background and be able to achieve jail and prison clearance
- Prior experience providing employment-related case management, career readiness, and employment retention services
- Prior experience in conducting vocational assessments and understanding transferable skills, aptitudes and abilities as well as the barriers that hinder employment.
- Ability to create and facilitate workshops and trainings
- Excellent verbal and written communication skills
- Proficiency in MS Office Suite and Client Relationship Management (CRM) systems
- Team-orientated and the ability to work well with others in a highly collaborative environment
- Understanding of the special employment needs of diverse groups. Knowledge of cultures, ethnicities, gender, sexual orientations and age groups other than one's own, able to work effectively with all
- A growth mindset and a passion for helping people continuously improve

SF Goodwill is an Equal Opportunity Employer. If you are eager to take your career to the next level and join a team dedicated to leading a strong social enterprise into its next century of innovation and achievement, we encourage you to apply online at sfgoodwill.org/jobs
