



Job Description

Healthcare Program Career Development Specialist and Job Developer

About JobTrain

JobTrain seeks individuals who understand the dynamics of a non-profit organization, client driven services, and has a commitment to helping those most in need to succeed. This position is located in Menlo Park, at JobTrain's main campus. Located on the Menlo Park/East Palo Alto border, 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, and computer and ESL classes for adults and 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 array of opportunities to move forward with accomplishing the first steps toward their educational and career goals.

About the Position

The Healthcare Program Career Development Specialist and Job Developer is responsible for case management in the Medical Assistant and Certified Nurse Assistant training classes and providing job development services. The primary responsibility is to make sure that all enrollment requirements are completed, and that documentation is evident in client files. In addition to providing comprehensive case management, the CDS/JD must enter and maintain client information into JobTrain's salesforce database system. The success of clients and JobTrain is determined by the quality, consistency and accuracy of case management and successful job placement. The position requires individuals to also have knowledge and experience navigating the healthcare industry, particularly establishing new partnerships for externship sites, negotiating and managing current externships, and understanding our training accreditation process. This position will play a significant role in helping JobTrain successfully complete the accreditation process for its healthcare training programs. In addition, the CDS/JD candidate is expected to have experience working closely with care facilities, hospitals and clinics, developing solid relationships with healthcare representatives, and connecting graduates to employment and externship opportunities.

Work Schedule

Monday through Thursday, 10:00 am – 6:00 pm; Fridays, 9:00 am – 5:00 pm. Candidate must be available to meet with students and potential employers.

Duties

Duties may include, but are not limited to the following:

- Learn and use JobTrain's salesforce database.
- Complete student enrollment process and verify all requirements.
- Work with different service providers including interacting with healthcare industry representatives.
- Ability to handle a high volume of emails and phone calls in a timely manner.
- Represent JobTrain at events and speaking engagements promoting vocational training programs.
- Maintain Medical Assistant and Certified Nurse Assistant expertise, staying informed on developments and changes in the healthcare industry.
- Maintain vigilance in changes to state and federal requirements through attendance at appropriate seminars.

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- Communicate with the Client Services Department Manager, and Director of Instruction and Career Development as needed on all issues related to training program needs and all matters related to Job Development.
- Other related duties as assigned by the Career and Job Development Manager and the Director of Instruction including providing support to class instructor.

Duties – Develop a working knowledge of:

- JobTrain orientation and ability to respond to questions raised;
- Informational interviewing for intake and counseling clients;
- Strategies for following up and engaging clients;
- Referral partners locally and in the wider Bay Area
- Create territory outreach plans on a weekly/monthly basis
- Community partners who provide complementary programs, services and supports;
- Supporting the planning of job readiness workshops;
- Monthly reporting detailing efforts in outreach and marketing of JobTrain programs;
- Other related duties as required for the Program, Adult and Client Services Department

Skills and Experience

- Must have a minimum of 1-year experience in a Healthcare Setting or as a Case Manager.
- Must be computer-literate with competence in Microsoft Office Suite, and web applications.
- Must be detail-oriented and highly organized.
- Must be very reliable and trustworthy in handling confidential information.
- Must have a valid California Driver's License, Auto Insurance, and have own reliable transportation.

Qualifications

Experience: Extensive experience in community-based or corporate career development and training, or related field work as well as proven counseling a plus. Solid case management skills, experience and understanding of the establishing and maintaining externships with care facilities and clinics.

Education: A bachelor's degree from an accredited college or university in education, counseling/psychology, social work, or other human services is preferred.

An equivalent combination of education and experience may be substituted for the above.

Other: Successful applicants will have excellent written, verbal, organizational, interpersonal communication, and computer skills.

Compensation and How to Apply

A competitive salary and benefits package is offered. Interested candidates should submit a résumé and cover letter to info@Jobtrainworks.org. Candidate should enter **Healthcare Program Career Development Specialist and Job Developer** in the subject line of the email. 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.**