

Position: Participant Success Advisor

Summary:

The Participant Success Advisor at Jobs Partnership (JP) plays a critical role in executing strategies for both community engagement and career services to support participants in the LifeWorks program. This position is responsible for building and maintaining relationships with community and business partners, as well as educational institutions across Central Florida, to enhance participant recruitment, engagement, and career advancement opportunities. The role involves supporting key recruitment and program events, engaging partners, facilitating career and educational opportunities, and connecting participants to community resources. Additionally, the Participant Success Advisor assists with funding opportunities, and supports JP fundraising events.

People Management:

This position does not have any supervisory responsibilities.

Essential Job Functions:

- Support preparing people in under-resourced communities in life and work skills utilizing Biblical principles that help them with essential skills training, connections to resources and access to better job opportunities.
- Support the recruitment of participants for the LifeWorks program, targeting to meet or exceed annual participation goals.
- Attend Central Florida Career Fairs and support the participant recruitment strategies.
- Attend community partner events to educate potential participants about LifeWorks and explore recruitment opportunities.
- Collaborate with the communications team to enhance recruitment efforts through various channels, including email campaigns and social media.
- Cultivate and maintain strong relationships with Community Partners.
- Attend community partner events, representing JP's LifeWorks program and enhancing partnerships.
- Provide guidance counseling for participants and graduates, assisting them in the next steps of their job search and career development.
- Work closely with the Partnership Director to achieve and exceed participant placement goals, maintaining an updated database of participant resumes, career goals, and strengths.
- Regularly communicate job opportunities, including "Hot Jobs" to participants and graduates via email, social media, and other communication methods supporting their job search efforts.
- Coordinate and maintain the collection, analysis, and updates of participant job placements and AST enrollments, compiling success stories for reporting and promotional purposes.
- Collaborate with the Partnership Director to manage and refine policies and procedures, including those related to the Pathways Award program.
- Manage communication of scholarship qualifications and stipends distribution for participants enrolled in AST programs, working closely with CareerSource.
- Review and process scholarship applications from participants.
- Participate and support in specific industry and/or business partner cohorts to ensure successful outcomes.
- Educate participants and graduates on the benefits, outcomes, and financial considerations of technical training programs, promoting understanding and support.

- Refer participants to community, education, and business partners as appropriate.
- Track participant engagement and provide analysis on outcomes.
- Perform other related duties as assigned.

Key Behaviors/Skills:

- Consistently demonstrates all Job Partnership’s Core Values.
- Strong interest in preparing people in under-resourced communities in life and work skills utilizing Biblical principles that help them with essential skills training, connections to resources and access to better job opportunities.
- Exceptional communication skills, oral and written, with call return etiquette, email responsiveness, and social media awareness.
- Strong interpersonal skills with ability to develop relationships with internal and external stakeholders.
- Ability to work independently and as part of a team.
- Excellent organizational and time management abilities with exceptional attention to detail and follow up.
- Ability to ask thoughtful, probing questions and actively listens to uncover themes and issues.
- Values the opinions of others.
- Maintains strict confidentiality with sensitive and personal information.
- Ability to recognize issues that require attention and provide effective solutions and support.
- Ability to adjust quickly to changing situations.
- Resourceful
- Resilient
- Displays high integrity
- Ownership mentality; self-motivated and driven.
- Pleasant, approachable demeanor, and enjoys helping others.
- Sensitive to others’ needs and feelings with empathetic listening, coaching, and encouragement skills.
- Passion for high standards.
- Proficiency in Microsoft Office Suite and other relevant software.

Qualifications:

- **Education/Certifications:**
 - Associate or bachelor’s degree in social work, human resources, mental health sociology, psychology, business, non-profit management or other related degree, or one to three years of equivalent community engagement experience or career services experience.
- **Experience:**
 - Minimum of one to three years of experience in recruitment, career development, placement services, training, higher education, admissions administration, workforce development, customer service, or non-profit sector relating to community development, and/or other applicable experience.
 - Proven experience in a team lead or leadership role.
 - Proficiency with data management software, CRM software or related databases.
- **Other Key Requirements:**
 - Passion for Kingdom work.
 - Biblical worldview of work and service.

- Must be available, at least one evening weekly during LifeWorks classes (currently 38 evenings per year) and available for evening and weekend events, as needed.
- Knowledge of Salesforce, beneficial.

Physical Requirements:

- Prolonged periods of stationary office work, up to 8 hours at a time.
- Occasionally climb, bend, stand, twist, kneel, crouch, squat, and balance neck while performing other tasks.
- Lift items up to 15lbs, infrequently.
- Ability to travel within Central Florida visiting multiple sites/locations.

Jobs Partnership is committed to making reasonable accommodations for individuals with disabilities consistent with the requirements of federal, state, and local laws and regulations.