Client HR Assistant

Job Description

Job Title: Client HR Assistant

Reports To: COO

Collaborates Heavily with: Managers of Client Services, Director of Counselling Services, Manager of Children’s Program, Kitchen Manager, Store & Donation Center Manager

Job Status: Full-time, Non-exempt (hourly); Essential staff (nights, weekends, and holidays required)

Job Summary: The ideal candidate for this position is a leader who drives the vision and implementation of client education and employment across all areas of the organization, prioritizing client success in developing employable skills and obtaining jobs.

* This person is an approachable, empathetic leader who can balance the strategic vision with the day-to-day of walking alongside clients to proactively identify and solve the barriers to their success.
* This person is engaging clients, working alongside staff, and developing employer relationships, utilizing strong organization skills and data tracking to monitor client success and ensure client progress.

Job Duties & Responsibilities:

* Own the vision of “client success through long-term employment” and drives the planning, team collaboration and implementation of everything needed to achieve this success.
* Understand client issues, identify solutions, and advocate at the leadership level for resources, tools, and adjustments to the NLP in order to better serve clients, as it relates to their educational/employment needs and goals
* Create Individualized Career Plans (ICP) for every client within his or her first two weeks at the Mission.
  + Meet with every new clients to discuss their employment history, career goals, and current skills.
  + Follow-up a minimum of once a month with each client to discuss progress on his or her ICP and next steps.
* Identify specific training and certification opportunities for clients, which lead to career advancements and long-term success.
  + Enroll clients into different certification programs and courses through Wake Tech and other resources based off their current skillset and ICP.
* Manage Jobs for Life Class implementation
  + Facilitate and/or assign facilitators for each class
  + Utilize and coordinates volunteers to act as Life Coaches, facilitators, and/or employer representatives
  + Plan and implement graduation for the class within two weeks of the last class
* Cultivates a portfolio of employers, including at least 5 employer options for each of the key industry areas (Culinary, Custodial, Transportation, Security, Construction, Manufacturing).
  + Continue to improve list, identifying partners who pay over $12-$15 an hour.
  + Communicate with these organizations on a monthly basis, at minimum, to understand their needs, communicate the Mission’s updates, and to check-in on clients who are employed.
* Communicate with employer partners on a monthly basis, in order to identify their employment needs and check-in on client performance.
* Identify new industry opportunities and job opportunities for clients with a starting wage of $12 or more.
* Ensure that 90% of clients who graduate from JFL are employed within 30 days of the JFL graduation.
  + Identify the biggest barriers to employment for all clients in JFL and walk alongside them to develop a plan in overcoming those items.
  + Follow-up with clients and employers throughout the application process.
  + Practice interviewing with clients, assisting them with the more difficult questions.
* Provide employment and educational counselling and advice to clients and staff.
* Follows-up with clients who have moved out of Raleigh Rescue Mission, in Phase 5 and 6, to develop and implement long-term ICP
* Update and maintain client employment records and documents (including up to date ICP and resume) in Mission Tracker.
* Assist, as needed, in any area of the Mission.

*These duties are not exclusive and with consideration of the job requirements and the employee’s skills, this job description can be added to or taken away from at the discretion of the employee’s immediate supervisor.*

Job Skills & Requirements:

*Raleigh Rescue Mission considers every position one of Christian ministry and every person a valued and vital part of our team. Therefore it is essential that all employees of the Mission have a personal relationship with Jesus Christ and subscribe to our Statement of Faith and Core Values.*

* Demonstrated success in employer relationships cultivation, account management, and/or business sales cycle.
* Demonstrated ability to build rapport with clients, staff, and external partners.
* Demonstrated experience in career counselling, resume writing, and interviewing.
* Experience in driving the vision and collaboration of a cross-functional team to accomplish goals.
* Excellent interpersonal and communication skills; ability to articulate ideas clearly and concisely in written and oral format
* Excellent organizational skills, planning, time management, and careful attention to detail.
* Experience working and maintaining clear records in a database.
* Experience teaching/leading trainings for varying group sizes.
* Ability to work independently with little supervision.
* Strategic thinker with a heart for ministry service.