



## Job Description: Employment Specialist

**Job Title: Employment Specialist – (Downtown Raleigh or Knightdale)**

**Reports to: Asst Campus Director & Campus Director**

**Classification: Exempt**

**Organization Mission & Culture:** Raleigh Rescue Mission (RRM) believes every role is a Christian ministry and every team member is essential. All team members are expected to have a personal relationship with Jesus Christ, affirm our Statement of Faith, and live out our Core Values of compassion, prayer, collaboration, excellence, and development. We seek humble, adaptable individuals who are committed to faithful, excellent service in both work and life.

**Role Summary:** The Employment Specialist supports clients participating in the RRM New Life Program; as they prepare for, secure, and retain meaningful employment. The Employment Specialist builds strong relationships with employers and community partners to help clients overcome barriers to employment and achieve long-term economic stability.

### **Employer Engagement & Job Placement:**

- Conduct job searches and employer outreach; build and maintain employer relationships.
- Complete routine employer check-ins (at least annually/quarterly with employer partners; quarterly with employers currently employing a Raleigh Rescue Mission client).
- Refer and match clients to competitive, integrated, developmentally appropriate employment based on employer needs and client fit.
- Provide person-centered employment services, including individualized employment plans (IEPs) using a strengths-based approach.

### **Job Readiness & Client Support:**

- Assess clients' employment readiness, skills, interests, and barriers
- Develop individualized employment and career plans in collaboration with clients
- Provide one-on-one coaching related to job search strategies, workplace expectations, and career advancement
- Support clients in navigating barriers such as gaps in employment, criminal background concerns, transportation, childcare, and/or housing instability
- Support job readiness (resumes, applications, interview preparation, and vocational training).
- Maintain accurate documentation/tracking records; participate in client/team meetings and lead devotionals when assigned.

### **Adapt & Ensure Progress**

- Work closely with Client Success Team and other departments to ensure alignment with NLP
- Review feedback from team members, clients, community partners and employer partnerships to improve client experience and success.
- Collaborate with team members and community partners; gather employer feedback to improve partnerships and identify opportunities.
- Step in to assist in any area of the Mission as needed.

**Experience & Education:**

- Associate or bachelor's degree, preferred.
- Ability to work with individuals facing barriers to employment.
- Strong interpersonal communicator who provides clear, calm, and concise communication (verbal and written)
- Experience in employment services, job coaching, case management, vocational rehabilitation, or workforce development.
- Ability to build relationships with employers and community partners. Preferred: Familiarity with local employers and job market trends.
- Proficiency with Microsoft Office; strong computer and documentation skills.
- Ability to multitask, prioritize, organize, plan, and manage projects and schedules to meet deadlines.
- Strong leadership and management skills, that positively influence organizational culture.
- Strong problem-solving, conflict mitigation, and resourceful approach to working through complex challenges.
- Valid NC driver's license and ability to drive a 12 passenger van (must pass Motor Vehicle background check; periodic MVR checks).

**Physical Requirements:**

- Ability to lift, carry, push, and/or pull up to 50 lbs.
- Ability to sit, stand, walk, and work at a computer/laptop for extended periods.
- Ability to use hands and arms for tasks such as typing, writing, handling materials, and assisting participants with activities and life-skills assignments.
- Ability to kneel, squat, stoop, bend, and maneuver safely in residential and office environments.
- Ability to drive clients to appointments and offsite events as needed.

**Work Environment & Schedule:**

- Work onsite indoors/outdoors and potentially in inclement weather.
- Residential setting may include adverse conditions that require assistance (e.g., flooding from plumbing failure, outbreak of illness).
- Environment may have a high noise level.
- Typical work week: 45+ hours, generally between 7:00 a.m. – 6:00 p.m. (schedule varies).
- Work one weekend every 4 weeks and 3 holidays per year.

***This job description is not intended to be a complete statement of all duties and responsibilities. It is subject to change at any time.***