



- Make the necessary referrals to other service providers as needed and identified by the participant and the team.
- With assistance from supervisor, monitor and control program expenses by meeting program goals, revenue goals, benchmarks and other goals as assigned.
- Meet performance criteria as outlined in annual performance evaluation and individualized performance standards.

## **2. Documentation:**

Maintain complete and accurate documentation of participant files by following established procedures, guidelines and timelines, found in CARF manuals, as prescribed by HIPAA and data privacy, in organizational policies and as directed.

- Complete all departmental reports within established timelines as assigned by your Supervisor/Manager.
- Maintain current referral authorization for services.
- Document and submit monthly billing/expense statements to supervisor or manager by the 1st of the month.
- Assure that participant files are complete and up-to-date with pertinent information
- Maintain all fiscal reporting requirements to meet established grant and other deadlines.
- Document and communicate all Career Navigator activity with all concerned parties (i.e., Adult Basic Education and college partners, referral sources, community based organizations, and agency personnel).
- Accurately enter information into appropriate software, database or web-based system(s) as assigned by your manager or supervisor (WF1).

## **3. Professionalism:**

Comply with and abide by internal philosophies, practices, policy/procedures, federal, state and local laws. Perform all duties and responsibilities in a timely and efficient manner in accordance with established organizational philosophies to achieve the overall objectives of the organization.

- Act as an appropriate work model for participants and co-workers.
- Participate as an equal partner on the team; contribute to discussions, actions and projects. Maintain a favorable working relationship with all other employees to foster and promote a cooperative and harmonious working climate, which will be conducive to maximum employee morale, productivity, and efficiency/effectiveness.
- Demonstrate a positive and collaborative team approach by endorsing the same purposes and focuses as the team while encouraging trust and cooperation. Work within your team to assure that all benchmarks and goals are achieved and that you are a productive team member who supports the mission.
- Communicate in a clear, consistent and positive manner to internal and external customers. Actively listen to other team members' ideas and suggestions. Acknowledge the contributions of other team members. Maintain confidentiality.
- Continuously exercise good judgment in handling participant issues and represents Goodwill/Easter Seals with a positive and professional image. At all times project a favorable image of G/ES to promote its aims and objectives.
- Remain flexible in job duties. Demonstrate and understand the reasons for changes in the workplace and take an active role in adapting to those changes.
- Provide and promote unconditional positive regard to all participants regardless of race, creed, gender, religion, sexual orientation, disability and economic status.
- Perform other duties as requested or assigned.
- Understands and actively supports the organization's diversity/inclusion efforts.
- Works respectfully and effectively across cultures.

I have reviewed this position description and understand my responsibilities.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

DRAFT

## JOB SPECIFICATION

POSITION TITLE: Career Navigator

STATUS: Non-Exempt

DIVISION: Mission Services

SALARY GRADE: 7

DEPARTMENT:

### REQUIRED:

- Bachelor's Degree in Vocational Rehabilitation, Social Work, or other related Human Services field **and** one year of relevant experience, **or**
- Associate's Degree, or two years of college course work, in related Human Services field **and** two years experience in a specified service position with Goodwill/Easter Seals, **or** five years relevant experience.

### SPECIAL SKILLS OR KNOWLEDGE:

#### Required:

- Proven verbal and written communication skills
- Strong Organizational skills
- Ability to meet deadlines and achieve required outcomes
- Adaptive and open to change and flexibility within job
- Capable of multi-tasking
- Ability to work in a team environment
- Independent decision making skills
- Experience successfully managing a case load
- Knowledge of data privacy requirements and ability to maintain confidentiality of sensitive information
- Knowledge and experience with disadvantaged and non-traditional students (adult basic education / GED include non-traditional/ academically under-prepared/ high school graduates) and funding systems
- Ability to work with a diverse group of individuals with varying backgrounds
- Proficient in Microsoft Office Suite software and the ability to accurately enter data into computer-based systems
- Ability to speak effectively in interpersonal situation and before groups of employees
- Proven presentation and facilitation skills
- Strong sense of responsibility, particularly

#### Preferred:

- Active involvement with professional organizations
- Relevant Training Certifications or Specializations
- Knowledge of data collection methods in relation to program evaluation
- Knowledge of Adult Basic Education and College systems and academic requirements
- Strong knowledge of financial aid processes

- in building relationships and networks
- Experience with tracking outcomes and/or writing reports
- Valid driver's license, proof of insurance and good driving record

**WORKING CONDITIONS:**

Extensive direct contact with community partners, other agency divisions, individuals served and general public. Involves office, phone and driving to various work sites using personal vehicle. Must be flexible to provide services at various locations. Must maintain current driver's license and auto insurance. Requires extensive use of PC, Power point projector, and various other training aids.

**PHYSICAL DEMANDS:**

Sitting and standing for extended periods of time. Speaking and listening for long periods of time. Frequent writing, keyboard entry and communication via computer, phone and in person. Ability to type data into computer.

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