



Job Description

Job Title:	Career Navigator
Posting Date:	5/10/24
Reports To:	Program Manager
Salary Range:	\$51k-\$53k
Deadline To Apply:	5/31/24

Last updated: 6/19/2020

ABOUT CAPITAL IDEA

Capital IDEA is an Austin-based nonprofit dedicated to lifting working adults out of poverty and into living wage careers through education. Partnering with Austin Community College, we provide a range of services designed to help low-income adult students succeed in school and enter high-paying, in-demand jobs. Since our founding in 1998, over 2,200 Central Texans have completed the program and moved their families out of poverty.

ABOUT THE POSITION: CAREER NAVIGATOR

The Career Navigator is responsible for assisting and directing a caseload of 80-100 participants to successful completion of his or her academic plan in preparation for job readiness. Working as part of a team, he or she enrolls and case manages students, and partners with education, training, and social service institutions. A successful applicant will demonstrate success in case management and teamwork. The Career Navigator reports to the Program Manager.

JOB DUTIES

Case Management (80% of the role)

- Reviews and verifies participant's information for enrollment in Capital IDEA.
- Facilitates participants' progress through executing plans that move them to complete semester goals, maintaining scheduled Individual Navigator Sessions, providing prompt response to participants' issues, and participant follow-up.

- Works with participants to determine specific needs, assists in accessing services of social service agencies, coordinates directly with staff of other agencies, and monitors participants' successful access to services.
- Enters data and notes into the Student Management System (database) appropriately and accurately.
- Ensures data accuracy in Student Management System pre-admission and case management forms.
- Submits all required and/or requested documentation/reports/paperwork by assigned due dates.
- Tracks academic performance of training institutions and initiates changes that will benefit the training program and Capital IDEA participants.
- Must meet performance goals and demonstrate behaviors of the organization's Operating Agreements.
- Acts as a backup for other Career Navigators as needed.
- Performs other duties as assigned by Program Manager.

Partnerships and Community Coordination (20% of the role)

- Partners with ACC and other Higher Ed or Training Institutions to assist participants in the enrollment and registration process
- Partners with ACC and other Higher ED or Training institutions to assist participants with Financial Aid application (FAFSA), grants, and scholarships.
- Builds relationships with ACC and other Higher Ed or Training Institutions instructors, coordinators and all other appropriate staff to enhance the training experience of the participant and facilitate progress towards graduation.
- Works with participants to determine specific needs, assists in accessing services of social service agencies, coordinates directly with staff of other agencies, and monitors participants' successful access to services.
- Builds and leverages relationships and external community resources to maximize and support the retention and success of existing participants.
- Coordinates with placement staff when participant is ready for employment.

QUALIFICATIONS

3 to 5 years of Case Management experience preferred. Experience in leading individual and group peer support groups. Bachelor's degree required. Studies in psychology, education, social work or other appropriate field preferred. Strong communication skills-written and oral and customer service skills are a must. Must enjoy working with students and have a strong initiative to work in a team.

Intermediate in Microsoft Office suite, Windows applications, internet and email required. Some evenings and weekends may be required.

Preferred Experience

- Experience in case managing a caseload of 80-100 participants.
 - Experience providing online case management services through online video conferencing tools such as GoToMeeting, Google Meets, and Zoom.
 - Experience with case managing and retaining young adults, 18-24 year old.
-
-