

Chinese Mutual Aid Association: Career Coach



Chinese Mutual Aid Association (CMAA) is seeking a full-time Career Coach to provide support to CMAA's Adult Education, Transitions, and Workforce Development teams. The Career Coach will support unemployed and underemployed adults in accessing employment services and/or further educational opportunities, applying for jobs, preparing for interviews, and ensuring client retention in employment. This is a full-time position.

The ideal candidate will be detail-oriented and display a deep commitment to offering high-quality services to the immigrant community. They will be committed to getting results in a fast-paced environment and able to handle multiple projects independently. This position is an excellent opportunity to learn about and engage various ethnic and low-income communities, and to contribute to a forward-thinking team dedicated to building a sustainable Adult Education and Workforce Department.

About Chinese Mutual Aid Association

Chinese Mutual Aid Association is a fast-paced organization, dedicated to fostering the integration of the Pan-Asian immigrant and refugee community into U.S. culture. Established in 1981, CMAA has been a cornerstone of the Uptown community since then, providing programming for generations of low-income youth, adults, and senior citizens. The Adult Education and Workforce Department provides English as a Second Language, Adult Basic Education, Contextualized Healthcare Literacy Bridge, and Computer classes, and assists clients with transitioning into the workforce and further education, through workshops and individualized counseling.

Job Responsibilities

The Career Coach is responsible for the following:

- Providing employment counseling and developing individual employment/education plans (IEPs) for limited-English proficient and disadvantaged community members; conducting client orientation to CMAA services and client skills assessment
- Monitoring client and employer satisfaction; regularly following up with clients and employers; monitoring client data and referrals; maintaining case files and entering case notes and client data into databases
- Conducting outreach for the Workforce Development and Transition programming
- Working with the Senior Coordinator of Transitions and Workforce Development as well as department staff to develop and plan job fairs, job trips, and employment workshops for workforce and adult education clients
- Advocating on behalf of workforce and transitions clients; working with workforce and transitions staff to identify opportunities for program growth
- Referring clients to One-Stop to access Individualized Training Accounts as well as occupational training or postsecondary educational opportunities
- Other duties as assigned

Key Competencies

We're seeking candidates who are passionate about working with immigrant communities, are strong communicators, and excel in relationship building. You should have:

- A demonstrated commitment to meeting a high bar and a strong interest in working with a limited English proficient population
- Experience managing multiple projects and a demonstrated ability to adhere to deadlines
- Proven ability to work both independently and as a team member, cooperating with and demonstrating cultural sensitivity to staff and constituents
- Fluency in a second language is preferred, especially Amharic, Cantonese, Mandarin, and/or Vietnamese

- Strong digital literacy skills

How to Apply

Please send a cover letter and resume to Caroline Kwak, Assistant Manager of Education and Employment, at carolinek@chinesemutualaid.org by June 18, 2021.

Chinese Mutual Aid Association is an Equal Opportunity Employer.