



Job Title:	Career Navigator
Reports To:	Program Manager
FLSA Classification:	Exempt

Last updated: 10/25/2021

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 local community colleges, 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 1,900 Central Texans have completed the program and moved their families out of poverty.

ABOUT THE POSITION: CAREER NAVIGATOR

The Career Navigator spends 80% of his or her time assisting and directing each participant's successful completion of his or her academic plan in preparation for job readiness. Working as part of a team, he or she enrolls, case manages, and partners with the placement staff to provide career guidance and successful job placement to participants throughout the training and placement process.

JOB DUTIES

Case Management Functions (80% of the role)

- Reviews and verifies participant's information for enrollment in Capital IDEA
- Facilitates participants' progress through attendance tracking, maintaining scheduled Navigator Sessions, providing prompt response to participants' issues, site visits, and participant follow up
- Enters case notes into the student database appropriately and accurately
- Ensures data accuracy in the student database 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 to assist students in the enrollment and registration process
- Partners with ACC to assist students with Financial Aid application (FAFSA), grants, and scholarships
- Builds relationships with ACC 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 students
- Coordinates with placement staff when participant is ready for employment

General Job Requirements

- This position requires day to day case management services of a case load of 75 to 110 students. Tasks include meetings with students at the Navigator's office which can be located at a higher ed campus or Capital IDEA offices
- This position operates in a five-day work week at a higher ed campus and/or Capital IDEA offices. With manager approval, hours may be flexed as needed to perform duties
- This position may require working some evenings and weekend hours

QUALIFICATIONS

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

Office suite, Windows applications, internet and email required. High professional standards must be maintained at all times.

BENEFITS

Capital IDEA has built a diverse and dedicated team that shares a passion for our mission. We reward performance through competitive salaries and merit-based raises. While we expect our team to go above and beyond in service to our community, we also believe that you must take care of yourself to take care of others. We offer a generous benefits package which includes 1 week of sick leave, 2-4 weeks of vacation (based on experience), plus extra paid time off for everyone during the holidays (we close from December 24th through January 1st every year.) We provide medical, dental, and vision insurance, plus a 3% match on retirement contributions. When you join our team, you'll have high expectations to meet and big goals to work towards. You'll also have a team who supports you, and you'll know you're making a difference
