



## Job Description

<b>Job Title:</b>	Career Navigator
<b>Posting Date:</b>	July 7, 2022
<b>Reports To:</b>	Program Manager
<b>Salary:</b>	\$47,000 - 50,000
<b>Deadline to Apply</b>	Open Until Filled

Last updated: 7/7/2022

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### 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 2000 Central Texans have completed the program and moved their families out of poverty.

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### ABOUT THE POSITION: CAREER NAVIGATOR

The Career Navigator spends 80% of his or her time assisting and directing each student's successful completion of his or her academic plan in preparation for job readiness. The remaining 20% of the Career Navigator's role is spent collaborating with ACC and other community partners. 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 students throughout the training and placement process. This position's goal is workforce development through education. The Career Navigator reports to the Program Manager.

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### JOB DUTIES

#### Case Management Functions (80% of the role)

- Reviews and verifies student's information for enrollment in Capital IDEA.
- Facilitates students' progress through attendance tracking, maintaining scheduled Navigator Sessions, providing prompt response to students' issues, site visits, and student follow up.
- Works with students to determine specific needs, assists in accessing services with social service agencies, coordinates directly with the staff of other agencies, and monitor's student students' successful access to services
- 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 students.
- Coordinates with Placement Staff when participant is ready for employment
- 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 applications (FAFSA), grants, and scholarships.
- Builds relationships with ACC instructors, coordinators, and all other appropriate staff to enhance the training experience of the student and facilitate progress towards graduation.
- Works with students to determine specific needs, assists in accessing services of social service agencies, coordinates directly with staff of other agencies, and monitors students' 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 student is ready for employment.

### **Job Requirements**

- This position requires day to day case management services of a case load of 75 to 110 students, which include – virtual meetings with students and in office face to face meetings which can be located at a higher ed campus or Capital IDEA office.
- This position operates in a five-day work week at a higher ed campus and/or Capital IDEA offices. This position will work a hybrid schedule, 2 days from home/3 days in the office and individuals may be required to work till 6:00pm some evenings.

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### **QUALIFICATIONS**

A minimum of 18 months of Case Management experience. Experience in leading individual and group peer support groups face to face and virtually preferred. Customer service skills are a must. Effective communication skills-written and oral. 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. High professional standards must be maintained at all times.

