

JOB DESCRIPTION

Position Title: Retention Specialist
Position Category: Non-Exempt
Department: OAI Chicago Southland
Reports to: SWFI Program Manager

Job Summary:

The Retention Specialist is responsible for keeping program participants active and engaged in training and employment to ensure established goals are met and employers are satisfied. This is accomplished by providing on-going support service to participants placed into employment to ensure their longevity in the workplace.

Responsibilities: Job Summary:

- Provide follow-up to participants after job placement to ensure job retention and the elimination of barriers that may impede job retention
- Work with employers and OAI Business Account Executives to manage and support participants as they transition into employment opportunities, including On-the-Job-Training (OJT) openings
- Together with Business Account Executives, work with OJT employers to determine the program participants' skill gaps and establish training plans that address the gaps
- Assist in the development and monitoring of OJT contract(s) with employers for each individual participant
- Provide one-on-one individual coaching in current job and activities outlined in skill development plan
- Provide meaningful coaching and follow-up services to participants
- Monitor participants' progress utilizing weekly targeted case management
- Utilize OAI's incentive system to motivate participants to retain their jobs
- Coordinate with SWFI's Systems Navigator(s) to provide support service needs connections to other wrap-around services of child care and transportation
- Coordinate with OAI Retention Plus team to provide financial literacy and budget planning for all eligible participants
- Assess individuals for additional training and coordinate with Career Coach and Program Managers to make appropriate stackable credential referrals
- Ensure that participants have access to and are receiving all needed support services
- Ensure case record documentation is current, accurate, thorough and compliant with established policies and procedures
- Prepare reports related to program activities
- Maintain existing linkages to community resources and develop new ones to further the goals of the program and the success of participants
- Other duties as assigned.

Required Qualifications:

- High School Diploma or G.E.D. Certificate required. Four-year college degree in a human services or related field preferred. Equivalent work experience will be considered.
- Excellent oral and written communication skills.
- Demonstrated ability to work successfully with clients and agencies.
- Direct work experience or demonstrated awareness of skills required to work in varied industries and work environments.
- Demonstrated ability to complete projects and assignments accurately and within deadlines.
- Detail oriented, excellent organizational skills
- Proficiency in MS Office including Word, Excel, and PowerPoint.
- Experience with Salesforce data management system or similar client based platform
- Team player who can also work well independently
- Bilingual (Spanish/English) is a plus
- Ability to travel throughout Chicagoland and have automotive transportation for reimbursable local job-related travel. Valid driver's license and auto insurance required.