



## **Job Posting**

### **Client Solutions Specialist**

#### **The Organization**

The North Lawndale Employment Network's mission is to improve the earnings potential of people in North Lawndale and surrounding communities through innovative employment initiatives that lead to economic advancement and an improved quality of life.

For two decades, North Lawndale Employment Network (NLEN) has served residents of Chicago's North Lawndale and nearby West Side communities, delivering employment services to those with significant barriers. Since our founding in 1999, NLEN has established a network of caring staff offering job training and job skills certifications that open doors to family-sustaining wages; and help soften the stigma of having a criminal record or of being poor, and provide pathways to jobs and prosperity.

#### **The Opportunity**

We are looking for an outstanding Client Solutions Specialist with a heart for those who need second chances. The Client Solutions Specialist serves as the central focus of case management services to NLEN clients; and provides eligibility determination through group orientation and assessment. This position assists NLEN clients with navigating program services, needs-related resource connection, and entry into unsubsidized employment. This position also provides career counseling, financial coaching, and job retention for a caseload of NLEN clients. You will:

- Screen participants for training to determine suitability for program and likelihood of successful placement
- Maintain case notes of all activities in the electronic system for all applicants in conjunction with client's hard file as required documentation
- Conduct individual counseling sessions
- Prepare Individual Employment Plan (IEP) to develop short-and/or long term goal(s) with clients
- Conduct interview to provide screening and suitability programs
- Assist clients in developing resumes and professional portfolios
- Assist in removing technical barriers such as daycare, transportation, lack of uniforms or interview attire
- Assist in generating job leads and publishing the job order
- Ensure that clients are job ready by understanding appropriate business attire, behavior and attitude

#### ***Financial Coaching***

- Conduct financial coaching through one on one, couple, or small group sessions.
- Competently assess clients' current financial situations through review of their tax returns, accounts, credit reports, financial records, etc.
- Ascertain clients' income, assets, debt, and credit scores by reviewing their financial records
- Develop plans of actions and provide tools, resources, and accountability to help participants meet their goals

#### ***Administrative Responsibilities***

- Perform data entry utilizing Salesforce, MS Excel, and other databases
- Conduct research and compile results as requested
- Assists program staff with various projects including, but not limited to outreach when needed
- Prepare for job fairs, exhibits and presentation materials/plans
- Maintains baseline knowledge of relevant program and service/training-related terminology
- Track and manage correspondence and documents for contracts and provider placements

## Who You Are

- You hold a bachelor's degree in education, social work, counseling, or related human services field.
- You have a strong knowledge of vocational training markets
- You have at least 3 years of experience in counseling or related field required
- You possess the ability to establish a liaison and interact with private and public agencies
- You have a car and valid Illinois driver's license with required state insurance

## Why You Should Apply

- Opportunity to be a part of an organization with demonstrated leadership within the community
- To boast that your work helped shape the future of our clients by helping to increase their livelihoods and quality of life
- To enjoy the competitive benefits we offer to include:
  1. Group health, dental, and vision insurance
  2. Compensation dependent upon experience and qualifications
  3. 401(k) plan
  4. 12 Paid holidays
  5. Professional Development

## Salary

\$50k Annually

*To apply, please forward your resumé and cover letter to [jobs@nlen.org](mailto:jobs@nlen.org).*