



Volunteer Job Counselor Position Description

VISION

Employment For Seniors is the premier resource linking mature adults with employment opportunities.

MISSION

We empower mature adults to reach their desired employment potential by:

- Providing personalized employment assistance
- Strengthening partnerships with employers and the community
- Promoting awareness through advocacy and education

EMPLOYMENT FOR SENIORS, INC.

Employment For Seniors (EFS), a private nonprofit organization founded in 1972, was created as a grass roots effort to increase resources for those older citizens who were seeking employment opportunities. Over the past 40 years, the organization has served thousands of individuals through its employment assistance, job referrals, training programs and advocacy. Our target population includes all job seekers in the central Ohio area, age 50 and over. As a referral service, EFS strives to bring qualified senior job seekers together with employers, creating successful employment opportunities. We prepare seniors to better navigate the current workforce climate and, in turn, we assist employers in finding a qualified applicant pool.

DAILY GOALS OF THE EMPLOYMENT FOR SENIORS VOLUNTEER COUNSELING TEAM:

- to treat every client, potential client, volunteer, caller and visitor with respect and serve to the best of our ability, efficiently and effectively;
- to assist every client in finding fulfilling and viable employment opportunities within the EFS Job Match system, as well as other employment opportunities from the overall job market;
- to discuss the issues of job searching and how a client can become the “best candidate”;
- to sustain a supportive environment and strive to make EFS successful every day; and
- to approach this volunteer opportunity with professionalism and respect for the commitment of time, talent and knowledge.

DAILY RESPONSIBILITIES OF THE VOLUNTEER COUNSELOR:

- to conduct an individual registration interview with each client, gathering needed information and data, describing EFS and our services, the referral process, methods to gain referral information and answering job searching questions;
- to provide information about other avenues of assistance and local agencies when services are needed;
- to conduct follow up phone calls reminding past clients of services available and assess need for future service;
- to escort clients and visitors to and from the counseling area;
- to retrieve, manage and maintain files and records as prescribed by office procedures, maintaining confidentiality; and
- other duties as assigned.

TIME REQUIREMENT:

9:00 AM to 1:00 PM one day/week.

Quarterly training sessions with the counseling team (usually noon to 1:30)

SUPERVISORY:

Reports to the agency’s Executive Director and the Client/Volunteer Outreach Associate.

MINIMUM QUALIFICATIONS AND REQUIREMENTS:

Required skills:

- active listening skills; ability to tailor communication skills to meet client needs; communicate clearly, being friendly and courteous;
- ability to interview individuals and provide information as needed; create a positive, supportive environment;
- experience in an office environment, outstanding time-management skills a must;
- positive counseling or coaching ability;
- speak clearly, patiently, pleasantly and courteously on the telephone;
- have sound judgment and logical approach to a variety of personalities and situations; and
- a college degree in a business related field, or significant experience in human resources, business operations and/or experience building client relationships, direct client services and/or customer service.

PREFERRED SKILLS/EXPERIENCES:

- current, registered client of Employment For Seniors;
- skilled at operating computers/peripheral equipment; basic computer skills and internet navigation (email and using a web search);
- ability to establish rapport with individuals regardless of background;
- ability to give attention to detail;
- ability to understand and follow verbal and written instructions; and
- ability to define problems and apply principles for resolution.

VOLUNTEER JOB COUNSELORS RECEIVE MULTIPLE BENEFITS FROM PROVIDING SERVICES TO MATURE JOB SEEKERS:

- knowledge that they have assisted other seniors who are in need of employment, giving back to their community;
- increase their skills and professional abilities, to further their own employment opportunities;
- expand their own network of employers and other professionals; and
- ensure that the mission of Employment For Seniors will continue, expand the knowledge base of the agency, and develop new services based upon the skills/information the counselor contributes.

EEO/CONFIDENTIALITY OF INFORMATION:

Employment For Seniors, Inc. is an Equal Employment Opportunity Employer and does not discriminate against otherwise qualified candidates for employment or volunteer opportunities or clients seeking services on the basis of race, color, creed, religion, ancestry, age, sex, marital status, national origin, disability or handicap, or military status or any other basis prohibited by law. Information will not be used for any discriminatory purpose. If you need assistance and/or accommodation to participate in the programs and services and/or interview process, please notify the Executive Director or staff.

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