

Position Description

Title: Employment Services Advisor

Department: Programs

Reports to: Program Director

Location: Warsaw

About the Organization

Information Society Development Foundation (FRSI) www.frsi.org.pl - FRSI is a non-government organization based in Warsaw. Set up in 2008 by the Polish-American Freedom Foundation to implement programs promoting digital education through the network of public libraries cooperating in local partnerships with civil society organizations, other public institutions and entrepreneurs. FRSI's mission is to leverage new technologies to enhance knowledge of the labor market and engage in the development of local communities across Poland. FRSI supports technology education and adoption with an aim of empowering individuals to access the knowledge and tools that they need to make informed decisions, including in the hiring process and in the workplace environment. In the last two years, our activities related to the labor market skills – implemented in the frame of the My Digital Life project <https://mydigitallife.pl/> - have reached 1,3 mil. people, while the whole of Foundation's projects have reached approx. 3 mil. people yearly.

Position Overview

The Employment Services Advisor is responsible for direct service delivery with the goal of assisting refugee clients to move beyond entry-level jobs and to resume their professional careers in Poland. Career Pathways services include career counseling, enrollment in training and recertification programs, and ongoing steps, including gateway jobs and a path toward a higher skilled, higher wage job aligned with professional experience. This role essentially supports jobseekers' move to gainful employment in their desired career field. This position needs to understand and use labor market information to improve jobseeker opportunities and influence program success. The position offers a flexible job schedule - including evenings and weekends.

Essential Duties & Responsibilities

1) Career Coaching:

- Develop an individualized career development plan with jobseeker, showing the unique pathway to be taken by the jobseeker towards a job search, immediate (gateway/bridge job

in professional industry) and long term, to reach their ultimate placement goal.

- Provide ongoing assessment of an individual's skills and needs. Use a strengths-based approach to assess jobseeker skills, interests and needs. Provide referrals to other support service partners as needed.
- Ensure "goodness of fit" when placing jobseekers in employment
- Provide access to work-based learning opportunities such as internships, job shadowing, and project-based learning opportunities
- Based on career assessment plan, advise jobseekers on training, skilling and/or licensing/recertification programs.
- Deliver retention activities to keep jobseekers engaged in programming and employed.
- Maintain detailed relationship records using Salesforce database.

2) Internal Collaboration:

- Liaise between Project Manager in Warsaw and clients to help clients secure gainful employment.
- Help facilitate events and jobseeker recruitment.
- Collaborate with the multi-disciplinary teams to ensure that clients receive the comprehensive services and ensure effective program delivery.
- Support educational program curriculum in collaboration with team members, as needed.

Knowledge and Skills Required

- Bachelor's/Master's degree in a related field required.
- Two (2) plus years of related work experience in a coaching, workforce or human resources role is a plus.
- Strong English language skills
- Strong Polish language skills
- Ukrainian language skills are a plus
- Strong coaching skills and cross-cultural sensitivity.
- Able to work cross-culturally in a diverse environment.
- Excellent written and oral communication skills, and strong presentation skills.
- Detail oriented with an ability to multitask and meet multiple deadlines.
- Excellent data management skills and possess a commitment to analyze and utilize data connected with work related projects.
- Experience using Salesforce is a plus

To apply, please submit your resume, cover letter, and salary expectations to Karolina Cikowska at karolina@upwardlyglobal.org or Joanna.abramowicz@frsi.org.pl by 25 November. Applications will be reviewed on a rolling basis, and you are encouraged to apply early.