

Join us at the Washington Literacy Center in Washington, DC, for a career as an **Education and Occupational Navigator (EOT)**.

Job Description

Job Title: Education and Occupational Navigator (EOT)

Program: Temporary Assistance for Needy Families (TANF) – Employment and Education Program (TEP)

Location: Washington, DC

About Us:

Since 1963 the Washington Literacy Center (WLC) has served over 5,000 DC adults with low literacy skills. The Washington Literacy Center was founded by DC area residents who came together out of a sheer need to support adults who needed assistance in improving their skills to increase their workforce readiness and earn a GED. Adults with low literacy skills face multiple barriers, which include barriers such as completing their education, obtaining and maintaining a job, and remaining out of poverty. WLC has expanded its focus to include workforce development, math, digital and financial literacy, and other courses to help learners improve in their current jobs, obtain better jobs, and continue their education.

Position Summary:

The primary goal of the EOT is to assist WLC TANF (TEP) participants in enhancing their education and skill levels by providing education and training navigation, referral, and enrollment services. The EOT utilizes engagement techniques to engage a diverse customer base and encourage enrollment in educational certification courses, GED programs, and postsecondary education classes in preparation for, finding, and retaining unsubsidized employment to earn family-sustaining incomes and become self-sufficient.

Essential Job Functions:

- Initiate contact with TANF/TEP participants and encourage and facilitate enrollment in the appropriate education and training opportunities, including vocational education, job skills training directly related to employment, and relevant study leading to a GED or high school equivalent or other certification.
- Work with case managers to develop a comprehensive array of educational programs for each participant's educational objectives outlined in the Individual Responsibility Plan (IRP).
- Conduct routine weekly outreach and follow-up with enrolled and non-enrolled Customers.
- Direct Customers to outside providers and work with providers to ensure adherence with TANF/TEP policies and procedures,
- Proactively address issues or concerns.

- Network and develop strategic relationships with government agencies, public and private community-based organizations, and other non-profits.

- Maintain a current repository of the educational and occupational training programs and periodically evaluate programs.
- Maintain high-level knowledge of the District of Columbia's labor market and identify sector-based and technology training courses in high-growth industries to enhance the participant's ability to gain future employment in a 21st-century workforce.
- Lead meetings with team members, other departments, and managers to develop plans to meet and exceed TANF/TEP program goals and objectives.
- Brief WLC staff about available educational programs and participate in weekly case manager meetings.
- Work closely with the WLC program manager to recommend or develop classes and programs.
- Attend staff and client meetings and training.
- Provide weekly reports on customer enrollments, trends, and recommendations.
- Maintain all appropriate documentation and reports required by the program.
- Other duties as assigned.

Qualifications:

- A bachelor's degree from an accredited college or university or a minimum of two (2) years of experience as an Education and Occupational Navigator or a minimum of five (5) years of experience conducting education and occupational training development and enrollment activities.
- Demonstrated experience working with a culturally diverse demographic.
- Established relationships with District Government agencies and community-based public, private, religious, and non-profit organizations in the Washington Metropolitan Area.
- Skilled at community outreach and able to meet with program participants in and out of the office.
- Ability to rapidly adjust to programmatic changes.
- A strong sense of focus and goal attainment with a dynamic and persuasive personality.
- Strong interpersonal, organizational, time management, and presentation skills.
- Resourceful and able to work independently and within a team setting.
- Excellent analytical, verbal, and written communication skills.
- Bilingual is a plus but not mandatory.

Other:

- TANF/TEP experience preferred
- Proficient with Microsoft Office 365 (Word, Excel, Outlook, Teams)
- Criminal Background Check required
- COVID-19 vaccination required

Benefits and Additional Compensation:

- Incentive Bonuses
- Health, Dental, and Vision Insurance
- Paid Time-off