



Job Title: Member Success Specialist

Department: Program

Reports To: Program Director

Effective Date: 12/19/22

Organization Profile:

PODER empowers individuals with the necessary academic tools to promote human dignity, increase employment potential, and facilitate participation in the larger community.

Since 1997, PODER's objective has been to empower Spanish-speaking adult immigrants to create successful and fulfilling new lives in the United States. Through a deep commitment to the needs of the immigrant communities on Chicago's southwest side, PODER provides critical societal and workforce integration services with both immediate and long-term impact for families, communities, and employers throughout the City of Chicago.

Job Summary:

PODER's member success specialist (MSS) will have a passion for helping our members succeed in achieving their goals. The MSS will help members develop an Individual Plan (IP) to set and track goals and to ensure success in the program. The MSS will also conduct 1:1 sessions and provide resources to assist members in addressing potential barriers in achieving their goals, including referring them to our extensive network of community partners for services PODER doesn't provide. The MSS will also provide job counseling and career pathway support services to members and community residents, including providing information and guidance about workforce training opportunities and conducting resume and interview preparation workshops.

PODER's MSS should be committed to the success of our members and have a thorough understanding of best practices in coaching/case management and community resources. Strong computer and communication skills in both English and Spanish are a must. Utilizing a strength-based coaching framework, the MSS will focus on identifying barriers facing our members and developing individualized plans to overcome challenges and ensure their success.

The client success specialist is a full-time, salaried position, and reports to the program director.

Responsibilities include, but are not limited to the following:

- Create an Individual Plan (IP) for each member
- Conduct exit interviews and collect member evaluations of program/service experience
- Conduct outcome tracking including individual impact stories, successes, and transitions across phases of PODER's program pathway, including employment
- Maintain case notes and appropriate documentation about member progress, utilizing Salesforce database
- Coordinate member integration team meetings at regular intervals with those who have direct contact with a member
- Provide 1:1 counseling to assist members in achieving their career and/or academic goals.
- Develop rapport and trust with members while recording employment history, educational background, career goals, etc., and documenting any barriers to program participation or employment
- Assess need for additional assistance supports and make appropriate referrals



- Assist members with resume and cover letter writing, interview preparation, and employer communications (pre- and post-interview)
- Create, implement, and conduct job readiness workshops (job search strategies, writing resumes and preparing for job interviews, exploring career paths, continuing education, etc.)
- Assist clients in the use of resources and technology for job search activities
- Collect labor market information for members regarding job openings, entry level skill requirements, and other occupational information
- Utilize formal referral networks to workforce development training providers, educational institutions and CBOs to seamlessly connect individuals to a holistic range of services to advance economic equity and upward mobility
- Maintain contact with all members placed in workforce development programs and jobs to provide continuing supplemental case management support and document wage/benefit gains
- Check-in at regular intervals with employers to assess quality and success of referrals to employment

Desired Competencies:

- Customer focused
- Instills trust
- Communicates effectively
- Values differences
- Develops talent
- Builds networks

Additional Duties/Skills Required:

- Bilingual Spanish/English
- Self-motivator with excellent organizational skills and attention to detail
- At least 3 years' experience in case management, social work, or counseling
- Excellent time management skills with a proven ability to meet deadlines in a remote work environment
- Proficient with database management & Microsoft Office Suite or related software
- Previous experience with workforce development programs and partnership development preferred
- Understanding of strength based, holistic approach to coaching/case management and passion to help others achieve their goals
- Ability to prioritize tasks and to delegate when appropriate
- Ability to act with integrity, professionalism, and confidentiality
- Excellent interpersonal and conflict resolution skills
- Excellent verbal and written communication skills
- Strong understanding of the Latino immigrant population in Chicago

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.



Salary commensurate with experience. Benefit package includes health insurance subsidy and simple 401(k) company match. Generous holiday schedule and flexible accrued PTO for vacation, personal and sick days.

Equal Employment Opportunity Statement

It is the policy of PODER to provide equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, PODER will provide reasonable accommodations for qualified individuals with disabilities.