



CAREER SUCCESS NAVIGATOR

Ascend Dallas is a nonprofit organization committed to helping women and families create their path to a better life through financial security and parenting supports. Formerly the YWCA of Dallas, Ascend Dallas served 3,000 women this past year through programs that include in-home healthcare for low-income women, one-on-one financial coaching, robust financial resilience curriculum, and career development and placement. If you want to make a lasting impact in the lives of women and children in Dallas County, work with a team of passionate professionals – Ascend Dallas is the place for you.

The **Career Success Navigator** plays a vital role in guiding participants through a comprehensive career pathway that includes enrollment in vocational training, participation in the Ready, Set, Ascend (RSA) workforce readiness program, and connection to employment opportunities. This role provides proactive job placement support by preparing participants for employment, coordinating employer referrals, and assisting with successful job placement. Serving as a critical bridge between education, workforce training, and employer engagement, the Navigator recruits participants, delivers career education, supports individualized career planning, and develops partnerships with community organizations and hiring employers.

This position is grant-funded through Dec 2027 with a possibility of extension.

PRIMARY RESPONSIBILITIES:

- Serve as the primary point of contact for participants exploring career pathways, training opportunities, Ascend Job Readiness Program enrollment, and employment opportunities.
- Recruit and engage participants from campuses and community partner sites, building and maintaining a strong pipeline for training programs and career pathway cohorts.
- Establish and maintain partnerships with community organizations, training providers, and employer partners to expand career pathways and workforce opportunities.
- Conduct participant assessments and provide individualized career coaching, including career exploration, occupational research, and career planning aligned to participant goals.
- Facilitate career pathway cohorts, Ascend Job Readiness Program sessions, and career education workshops to build work readiness and employability skills.
- Guide participants through enrollment in training programs and education pathways, ensuring alignment between career goals and program offerings.
- Provide comprehensive job placement support, including job search assistance, application support, interview preparation, employer referrals, and coordination of hiring events.
- Develop and maintain employer relationships to identify hiring needs, align participants to opportunities, and support successful job placements.
- Deliver ongoing case management by maintaining regular communication, tracking progress, addressing barriers, and providing post-employment support to promote retention and advancement.
- Collaborate with internal teams and partners to align recruitment, training, and employment efforts, support cohort coordination, and contribute to continuous program improvement.
- Ensures career client data is recorded and data entered accurately and timely in Salesforce/; run/confirm data reports at least monthly.
- Support agency mission, procedures, and outcomes.
- Perform other duties as assigned.

KNOWLEDGE & EXPERIENCE

- Bachelor's degree in social work, workforce or related field preferred; minimum of 2-4 years prior experience workforce development coaching or navigation, non-profit experience preferred.
- Commitment to Ascend Dallas' mission and values including a strong understanding of financial issues and structural barriers for low-income families.
- Excellent oral and written communication skills. Ability to be an effective and persuasive advocate for Ascend Dallas. Strong, focused attention to detail and ability to complete work with a high level of accuracy and efficiency.
- Personal qualities of maturity, self-awareness, empathy, flexibility, cultural humility, and an exceptional capacity for team and community building.
- Must be able to work flexible schedule, including some nights and weekends.
- Must have reliable transportation for local travel; out-of-state travel may be required.
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ESSENTIAL SKILLS

- Ability to successfully navigate in a fast-paced, outcomes-driven, and entrepreneurial environment.
- Strong database experience is required – Salesforce a plus.
- Strong knowledge of Microsoft Office suite and virtual training platforms.

PERKS & BENEFITS

- Medical/Dental/Vision/Short-Long-Term Disability
- Company paid Life Insurance
- 401k with company match
- Hybrid location: Mon/Fri WFH, T/W/TH in office
- Paid Parental leave
- Generous PTO package including extended time off from December 24th to New Years

SALARY RANGE: \$ 60,000 - \$ 65,000

HOW TO APPLY

- Ascend Dallas is an equal opportunity employer. For immediate consideration, qualified candidates should submit a resume via email to jobs@ascenddallas.org