

## Position Description

**Title:** Career Coach

**Specialization:** Basic Needs

**Work Area/Department:** Workforce Development

**Reports to:** Assistant Director, Workforce Development

**Exempt Status:** N/A - part time

**Date Created:** 5-3-10

**I. Purpose:** To provide crisis intervention, goal setting, linkages to community resources, support, and education to adults in Workforce Development programs to ensure continued participation, successful transition to higher education and living wage employment.

### **II. Essential Responsibilities**

- A. Providing crisis intervention services to Workforce Development program participants as needed. This includes:
1. Assessing the situation
  2. Making appropriate linkages to community resources to address the crisis
  3. Arranging transportation, if needed (may include providing transportation)
- B. Assisting a caseload of participants in setting and achieving goals leading to living wage employment. This includes:
1. Conducting assessments of strengths and barriers
  2. Setting goals to address barriers to participation and employment
  3. Creating a plan to achieve goals leading to living wage employment and setting goals to achieve incremental steps toward that goal
  4. Maintain list of community resources and appropriately linking students to resources
  5. Providing crisis intervention services as needed
  6. Coordinating and facilitating modules on barriers, behavior change, transitioning to employment &/or higher education as needed
  7. Promoting higher education, employment and wealth building (IDAs, home ownership, savings accounts, debt reduction)
  8. Coordinating service with instructors, business consultants and other Workforce Development staff to ensure seamless services for participants and prevent duplication of effort
  9. Providing regular job placement and job retention contact and support
  10. Tracking goal attainment and timeframes
- C. Maintaining an area of specialization. Basic Needs includes:
1. Creating and maintaining a current list of resources for participants
  2. Facilitating dialogue with participants on mental health and/or chemical dependency issues and addressing issues quickly to get participants back on track with goals
  3. Determining appropriate resources and organizations with specific expertise areas
  4. Establishing strong and collaborative working relationships with community agencies
- D. Spending time in the classroom as needed to build relationships and observe participant behavior
- E. Assisting with Registration and Orientation sessions
- F. Safely and promptly transporting clients to and from Agency in Agency vehicle. This includes:
1. Maintaining control over conduct of passengers in a pleasant and professional manner, including enforcing any vehicle rules;
  2. Monitoring proper levels of oil, fuel, tire pressure and coolants, etc. in agency vehicles before transporting clients;

G. Record keeping, cleaning and special events. This includes:

1. Maintaining proper paper and electronic documentation of individual and group interactions with participants in a manner that meets agency needs, passes audits and complies with state and federal laws
2. Submitting reports as required by funding sources, Supervisor or Director
3. Cleaning office area and/ or classroom space on a rotating schedule with department staff
4. Assisting in special projects, such as graduation ceremonies, as assigned

H. Spends a minimum of 50% of hours working with or on behalf of clients

### **III. Other Responsibilities**

Attends Agency and community committee meetings as assigned;

Assists in executing special projects (i.e., graduations, research, etc.) as assigned;

Provides supervision and guidance to student interns;

Communicates with, and coordinates Agency services, with other agencies;

Participates in professional development and training;

Performs other duties as assigned.

### **IV. Skills, Knowledge and Abilities**

- Works independently with minimal supervision. Follows instructions given by supervisor. Reports important information to supervisor and asks questions as needed from a variety of sources. Does not regularly interact with supervisor to seek approval, clarification, or additional information after initial assignment is given. Completes assignments and responsibilities on time without being reminded.
- Information Management. Uses technology to manage the exchange of information. Can use applicable computer hardware and software programs, such as Word and Excel. Understand the data collection process and how to retrieve and share this information. Provides timely information in user-friendly formats. Embraces productive new technologies to improve productivity.
- Detail Orientation. Pays close attention to the details of work product in order to eliminate all errors and meet the highest possible standards. Proofreads work to correct any errors before submitting work product.
- Professionalism. Regularly demonstrates a high level of integrity through direct, open, honest and ethical communication with others. Fosters an ethical environment. Assumes personal responsibility. Shows discretion when appropriate or required. Maintains confidentiality of client and agency information.
- Listens. Uses effective listening skills to maintain self-esteem and respond with empathy to the feelings and needs of others, including the use of active listen skills (summarizing, reflecting, not interrupting, etc.) to demonstrate understanding and sensitivity. Pays attention when others speak. Gives cues of interest. Summarizes and paraphrases ideas of others to show active listening.
- Time Management/Multi-tasking. Accomplishes goals through establishing priorities and organizing workload to meet deadlines in a timely fashion. Manages time wisely and to effectively prioritize multiple, competing tasks despite frequent interruptions.

- Maintains a positive attitude while meeting goals even in the face of significant obstacles and uncooperative people. Communicates confidence to others. Is not distracted by negativity. Demonstrates a sense of humor and perspective about setbacks.
- Client Focus. Views the agency's services through the eyes of agency clients to anticipate and meet client needs. Constantly seeks information and understanding regarding service and market trends in order to satisfy client expectations. Is motivated by client expectations. Solicits client feedback.
- Consistency. Maintains the same high standards for each assignment as the last. Ensures that protocols and standards established during prior assignments and tasks are followed until instructed otherwise. Appearance of work product is predictable based on prior accomplishments. Reviews completed assignments before submitting them to ensure that instructions were followed.
- Community Resources. Able to quickly and accurately assess adult learners' basic needs—food, clothing, shelter, childcare, transportation, mental health, physical, chemical dependency, self-esteem. Demonstrates knowledge of community resources and/or ability to quickly acquire such expertise. Maintains resource list to ensure linkages to community resources are made for students as needed.

#### **V. Work Experience and Education**

Requires a bachelor's degree in social work or related field, a valid drivers' license with no major or DUI offenses in last five years and a LSW, PC, or CCDC II credential. Two years experience working with central city adult job seekers is preferred. Experience working with adult learners with special needs preferred. Requires general knowledge of office equipment and word processing software programs (i.e., Microsoft word, excel, outlook). Also requires Mental Health and Chemical Dependency assessment experience.

#### **VI. Physical and Mental Requirements**

Must be able to lift and carry objects up to ten pounds, spend approximately 95% of the time on the job standing, bending, lifting, sitting and walking, communicate verbally and in writing in formal and informal settings, observe data, analyze it and enter it into a computer database or software program; listen to and follow instructions; utilize office equipment; drive vehicles; demonstrate patience and understanding with clients; multitask and prioritize competing deadlines and perform assignments gracefully with frequent interruptions.