



## Career Coach Job Description

<b>Job Title:</b>	Career Coach
<b>Job Category:</b>	Social Services
<b>Primary Location:</b>	Los Angeles 90011
<b>Department:</b>	Workforce Development Department (WDD)
<b>Reports To:</b>	Skills Team Manager
<b>Direct Reports:</b>	None
<b>Seniority Level:</b>	Associate
<b>FLSA Status:</b>	Non-Exempt
<b>Job Type:</b>	Full Time
<b>Travel:</b>	No

### POSITION SUMMARY

Under the direction of the Skills Team Manager, the CRCD Workforce Development Department Career Coach will work with a staff team and key partners to assist adult jobseekers within vulnerable populations (e.g. veterans, disabled, re-entry, homeless) to develop job-readiness soft skills and enter industry-training leading to living-wage careers. The Career Coach will be responsible for recruiting, enrolling, coaching, and connecting jobseekers to career training and further placement support services. They will execute a coordinated, client-training partner focused approach within the Integrated Service Delivery (ISD) model that positively impacts the jobseeker, partner, organization, and community at-large. The Career Coach will track and document all services provided as well as progress towards all grant outcomes. They will coordinate and collaborate with all WDD staff, other departments within CRCD, and outside partners to ensure effective and streamlined services and delivery. They will also enter, organize, and maintain accurate data, reporting, and main files for all participants to successfully meet all grant outcomes. The Career Coach will also support the organization's 5-year strategic plan and work closely with management to ensure alignment and consistent progress towards those goals.

- 70% of time will be providing career development services such as recruitment, enrollment, soft skills development, and coordination into job-training
- 25% of efforts will be dedicated to entering, organizing, and maintaining accurate data, reporting, and main files for all participants aligned and leading towards successful grant outcomes, including administrative and compliance responsibilities
- 5% of time will support management and the entire WDD team with assessment, planning, and improvement of the service delivery model and its execution

### ESSENTIAL DUTIES & RESPONSIBILITIES



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1. Utilize various recruitment strategies, including social media and virtual platforms, to engage the community, partners, and other CRCRD departments to recruit and enroll adult jobseekers within various vulnerable populations (e.g. veterans, re-entry, disabled, homeless) into WorkSource Center services
2. Understand the eligibility requirements, service delivery components and outcomes of multiple grants assigned to and serve a caseload of participants across these grants
3. Serve a caseload of approximately 100+ adult jobseekers with assessment of grant eligibility and enrollment; skills assessments and review of career options; Individual Employment Plans (IEP's); and soft skills training and career coaching leading to relevant industry training
4. Enter all eligible participants into WIOA services into the CalJOBS data system and maintain daily service activity entries and case notes within the system
5. Prepare supportive services documentation for targeted-industry training for participants within 3 days of participant identifying their career pathway and submitting the training request
6. Provide career coaching services to all caseload participants at least monthly and document all case notes within CalJOBS, including internal tracking platforms, as well create ETO profiles Provide career case management for all participants on your caseload that includes, but not limited to tracking participant progress, service activities, and grant outcomes
7. (Co)Facilitate weekly to monthly case conferencing for participant caseload amongst the staff team and key partners to ensure adequate service delivery and progress towards all grant outcomes
8. Provide weekly to monthly reports on all caseload services, activities, expenditures, and outcomes
9. Research/develop soft skills training curriculum for individual participant coaching as well as conduct group workshops for soft skills such as dress for success on in-person and virtual platforms
10. Complete, maintain, and self-audit all case files, enrollment, and supportive services (training) documentation, including daily/weekly tracking of case notes, service delivery, and progress towards outcomes
11. Understand and follow the Integrated Service Delivery model, and collaborate with Job Developers to ensure coordinated services and the smooth transition of participants from skills development and training to employment services through follow-up
12. Work with all other service delivery staff within WDD, management, other CRCRD



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departments, and grant partners to provide quality services to participants and meet grant deliverables

13. Be flexible in a rotating work schedule at times when service delivery requires it such as during recruitment activities, which can include evening and weekend work
14. Be able to work with and co-locate at local grant partner facilities for portions of caseload
15. Maintain professional boundaries and a positive work environment with all participants, staff, partners, supporters, and collaborators
16. Handle all client concerns, complaints, feedback, and recommendations promptly and with professionalism and with the support of the staff team as needed
17. Develop and maintain working relationships with Community Based Organizations, schools, places of worship, and local government agencies to connect clients to their services offered onsite and at their centers
18. Participate in all WDD staff planning, including the 5-Year Strategic Plan
19. Uphold the CRCD mission and professionally represent the agency at events when assigned

### MINIMUM QUALIFICATIONS

- Bachelor's degree in related field; or minimum four-years of related experience without formal education
- At least 2 – 4 years' prior experience in providing career coaching/case management /job development services within workforce development, social service, or non-profit organizations
- Experience, comfort, and desire to work with various vulnerable populations such as re-entry, homeless, veterans, disabled, low-income, etc.
- Basic proficiency in Microsoft Office (Word, Excel, PowerPoint)
- Basic proficiency in data tracking systems and tools (e.g. MIS)
- Strong organizational skills to manage large caseload, data, and reporting duties
- Demonstrated ability to work on multiple projects simultaneously and meet deadlines
- Reliable, flexible team player who works well with minimal supervision, has a good work ethic, and can set and maintain personal boundaries
- Demonstrated knowledge of community resources and services available to participants



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- Reliable transportation, valid driver's license & car insurance as required by law

### **PREFERRED QUALIFICATIONS**

- B.A. in Social Science, Criminology, or BSW/MSW
- Staffing/business services experience
- Familiarity with CalJOBS, JobsLA highly desirable
- WorkSource Center service delivery experience highly desirable
- Dedicated experience in working with vulnerable populations highly desirable
- Bilingual in Spanish/English highly desirable
- Member of the target population a plus

### **WORK ENVIRONMENT**

1. On occasion walk or drive to different local sites throughout the day.
2. Regularly required to sit, stand, bend, and occasionally lift or carry up to 35 lbs.
3. Combination of field and office environment.
4. May necessitate working in busy and loud environments.
5. May be exposed to elements like cold, heat, dust, noise, and odor.
6. Work regularly in a community that is exposed to gang activity, substance use, homelessness, and high unemployment rates.
7. This is not a work-from-home position

### **RESPONSIBILITIES COMMON TO ALL AGENCY EMPLOYEES**

1. Encompass a “do whatever it takes approach” to serving our community
2. Always maintain a safe work environment and confidentiality.
3. Be proactive, creative, flexible in determining, evaluating, researching & resolving issues.
4. Organize and prioritize multiple activities to meet all external and internal deadlines.
5. Maintain professional demeanor that reflects positively on the agency.
6. Demonstrate respect and courtesy toward others.
7. Able to thrive in a work environment emphasizing teamwork and collaboration.
8. Respond in a timely manner in all aspects of communication.
9. Regular and prompt attendance in the office is required
10. Work with limited to minimum supervision.
11. *Perform other duties as assigned by your supervisor.*

### **BENEFITS**

- Dental, Vision, Medical Benefits: CRCID is in the top 10% for excellent employee



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benefits for non-profit organizations. CRCD offers 80% employee paid and 60% dependent paid medical

- 401K eligibility to participate from day one and up to 6% matching after one year
- Flexible Spending Account (FSA)
- Short-Term & Long-Term Disability, Accident, and Hospital Indemnity
- Whole Life Insurance, College Funding Plans/529 Savings Plan from Principal
- Pet insurance, Legal/ID Theft
- Generous work/life balance

All candidates are subject to a criminal history check and meet CRCD's criteria regarding criminal history and must pass background check conducted by LA County. CRCD is an Equal Opportunity Employer is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation. Please direct requests for Reasonable Accommodations to the interview scheduler at the time the interview is being scheduled. You may direct any additional questions regarding Reasonable Accommodations or Equal Employment Opportunity for this position(s) to the EEO/ADA Coordinator. EEO /ADA Coordinator contact: Stacey Cabling (213) 743-6193

### ACKNOWLEDGEMENT

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Employee Incumbent Name

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Employee Signature

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Date

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All candidates must pass background check conducted by LA County.**