

# CAREER COACH

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**

### **Position roles and responsibilities include, but are not limited to:**

- Utilize various recruitment strategies, including social media and virtual platforms, to engage the community, partners, and other CRCD departments to recruit and enroll adult jobseekers within various vulnerable populations (e.g. veterans, re-entry, disabled, homeless) into WorkSource Center services
- Understand the eligibility requirements, service delivery components and outcomes of multiple grants assigned to and serve a caseload of participants across these grants
- 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
- Enter all eligible participants into WIOA services into the CalJOBS data system and maintain daily service activity entries and case notes within the system

# CAREER COACH - CONTINUED

## ESSENTIAL DUTIES & RESPONSIBILITIES - CONTINUED

### Position roles and responsibilities include, but are not limited to:

- (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
- Provide weekly to monthly reports on all caseload services, activities, expenditures, and outcomes
- 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
- 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
- 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
- Work with all other service delivery staff within WDD, management, other CRCD departments, and grant partners to provide quality services to participants and meet grant deliverables
- 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
- Be able to work with and co-locate at local grant partner facilities for portions of caseload
- Maintain professional boundaries and a positive work environment with all participants, staff, partners, supporters, and collaborators
- Handle all client concerns, complaints, feedback, and recommendations promptly and with professionalism and with the support of the staff team as needed
- 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
- Participate in all WDD staff planning, including the 5-Year Strategic Plan
- Uphold the CRCD mission and professionally represent the agency at events when assigned
- Policies to promote collaboration, solve problems, and identify resource mapping that increases service access for adult.

## MINIMUM 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**