



Career Coach 2024 Job Description

Scope and Position Responsibilities

The Career Coach is responsible for supporting the program participants for our Leader program and assisting them throughout the entirety of our six-month program through personal development, skill building, and professional growth. To engage the whole person, coaches use a variety of strategies to engage and support participants, who we call Leaders, that include but are not limited to: motivational interviewing, long-term case management, problem solving development, conflict resolution, resource referrals, soft skills training, and community building. The main goal of a coach is to encourage their caseload of 25 -35 Leaders to fulfill their goal of graduating from the program with a full-time job to be able to exit poverty, move towards self-sufficiency and build financial stability.

Department: Program
Supervisor: Lead Coach
Direct Reports: 0
Indirect Reports: 0

Major Areas of Responsibility

Program Admissions Responsibilities

- Interview and help make decisions regarding admission of potential Leaders into the program based on their potential success
- Coordinate with potential leaders to ensure they fully understand program requirements and facilitate on-site orientations including drug testing
- Communicate internally with corresponding departments regarding leader deferrals, progress, or potential career barriers
- Assist Lead Coach with orientations and drug testing

Coaching Responsibilities

- Coach two classes annually, totalling 40 to 60 Leaders towards their self-sufficiency and career goals
- Maintain regular communication with Leaders on a weekly basis
- Hold leaders accountable to program requirements and encourage growth of mindsets and skills that will contribute to employability
- Assist leaders in Develop Leader-centered goals and hold them accountable to the goals

- Arrange and schedule at least one monthly coaching meetings with each Leaders
- Track Leader communication, progress, and updates in Salesforce CRM, as well as all other relevant notes and information
- Fulfill coaching deliverables that contribute to organizational goals and leader success
- Update Lead Coach on Leader progress and escalating needs as necessary for resource referrals
- Support Leaders in securing full-time employment with a liveable wage

On-site Classroom and Family Gathering Responsibilities

- Assist Program Director with set up, program details and clean up of Personal Development classes
- Assist with technology and operations of daily lessons
- As needed, facilitate games or prepare lessons and classes during Personal Development and Family Gatherings as assigned by Program Director
- Coordinate with other staff to ensure leaders have sufficient information, supplies, and resources during Skill Development and Career Launch
- Communicate Skill Development policies and procedures and support leaders in this phase both on-site and off-site
- Oversee Career Launch onsite and support leader growth during this phase by offering edits to professional materials, critiques to interviewing skills, and accountability for submission of employment applications.
- Coordinate with other staff to ensure leaders have sufficient information, supplies, and resources during Skill Development and Career Launch
- Track Leader Projects within Leader files and update progress Salesforce; encourage edits on projects as necessary to fulfill professional standards
- Connect with leaders on-site to further develop relationships and support leader goals

Team Responsibilities

- Create a welcoming and safe environment for all leaders and community members on-site and through all external communications
- Exemplify the organizational core values and behaviors within team, staff, leader, and community relationships
- Aid in caring for the site in general straightening, cleaning and or organizing common areas such as Cafe or Coaching Rooms.
- Input and consistently update Salesforce data
- Participate in set up and tear down at team and on-site events including graduations, leader retreats, and weekly Family Gatherings
- Participate in all team training events and all staff events including days of solitude, culture club, staff retreat, etc.
- Be able to lift 20-30 lbs as we move furniture and materials for programs and events.
- As needed, perform other job-related duties as assigned by the Direct Report to aid in company and team culture and or performance.

Qualifications

- A deep level of knowledge and understanding of the complexity of poverty and a familiarity working with issues of poverty
- 3+ years of career and community development experience, preferably in a complex multi-program environment; related bachelors strongly recommended and master's degree a plus
- 3+ years of cross-cultural leadership experience
- Strong interpersonal, written, and oral communication skills; proven ability to communicate with diverse audiences
- Strong organizational skills, attention to detail, high standards, initiative and follow through
- Proven ability to motivate others and solve problems
- Team player who is willing to help other staff team members when needed
- Must be able to work creatively within a budget and use innovation to find ways of more effectively managing resources
- Strong commitment to Christian faith

Hours, Compensation and Benefits

Hours: 40 hours/week: Monday, Tuesday 8:00am - 5:00pm; Wednesday - 8:00am - 8:30pm; Thursday, Friday - 8:00am - 2:00pm; occasional other hours as scheduled by your supervisor.

Salary/Wage: \$55,000 - \$66,000 Annually

Performance Bonus: Up to 5% of salary

Vacation: 15 days per year, plus the office is closed Christmas Day - New Years Day and staff have limited duties

Sick Days: 6 days per year

Insurance Benefits: Health, dental, vision, workers compensation, unemployment, short term disability, long-term disability

These and other benefits are discussed in more detail in our Employee Handbook.