



JOB DESCRIPTION

Program: Young Adult Services – Out of School Youth (OSY)
Position: Career Coach
Reports To: Manager, YA Employment Services
Positions Supervised: None

BACKGROUND: Founded in 1976, Towards Employment is a non-profit leader in providing innovative solutions to move people out of poverty and into quality jobs. Towards Employment has gained local and national recognition for achieving excellent outcomes through the hard work of its dedicated staff of 60 and a \$5 million annual budget. Towards Employment offers a continuum of support for individuals preparing to enter the workforce or looking to advance while also fulfilling the staffing needs of local employers.

ESSENTIAL DUTIES

Provides career coaching and support to the participants of young adult services pathway programming. This includes career exploration and guidance, work experience and / or credential training support, job search and ongoing retention support. Identify skill gaps and develop plans, including continuing education and work experience, to address these gaps to attain career goals. Work closely with other program staff to ensure that pre-employment barriers have been removed and to facilitate the job matching, retention, and advancement. Interface with participating employers for work experience development and support, and in conjunction with the program Work Experience Specialist and Employment Specialist.

ESSENTIAL FUNCTIONS

Individual Career Coaching

- Lead participants both individually and in groups through career exploration using the Ohio Career Information System.
- Review and incorporate labor market trends and needs of local employers to guide participants into long-term careers.
- Create a Personal Career Map with each program participant that includes education, training and work experience needed to attain career goals.
- Identify appropriate training providers; monitor and document success rates of training providers and make recommendations on training providers and programs.
- Supplement technical training with appropriate soft-skills/job-readiness content developed in conjunction with training team and integrated into technical program, as needed.
- Provide retention support to ensure that enrolled participants successfully complete their education or vocational training programs.
- Provide one-on-one career guidance and support during job search including resume development, interview preparation, and post-interview follow-up, and monitor progress in job search.

Employment Support

- Work with Work Experience Specialist to develop work experience sites and monitor all worksite placements. Worksite assessment will be completed to ensure appropriateness; worksite agreement prepared, and employer's signature obtained; visits worksite weekly. Maintain documentation related to the monitoring of visits.
- Work with Employment Specialist to ensure developing jobs that match with enrolled YA interests.



- Once in permanent employment, maintain relationship with participants to ensure that they are succeeding on the job. This includes identifying and addressing potential barriers related to work/life balance, time management, transportation/clothing/housing/childcare issues; using the Case Manager as a resource as needed.
- Once employed, maintain relationships with program participants to ensure that they have successfully transitioned to employment, that their work-life barriers are addressed, and that they are continuing to make progress on their PCM.
- As necessary, provide career coaching services at the employer site.
- When possible, develop positive working relationships with employer partners to understand the working environment and gauge the level of service needed by employees.
- Attend program team and organization meetings as scheduled and offered professional development trainings.

Record Maintenance & Quality Assurance

- Maintain accurate participant files and records according to program guidelines.
- Document consistently and accurately within 48 hrs all participant and employer contact in both TE's Commence and other data base systems as needed (ARIES including: attendance, case notes, hire information, employer contact information, performance and as necessary.
- Using internal database and other record keeping tools, input all case notes and service requests within 48 hours of service delivery.
- Perform all duties as assigned.

QUALIFICATIONS

- Minimum of a bachelor's degree or equivalent experience; or combination of education and experienced
- 3 years' work experience with career coaching, training and development, human resources, staffing agency and/or workforce development, or related field.
- Experience working with adults with barriers to employment; particular experience with adults who have been involved with the criminal justice system preferred.
- Experience working with employees and employers to support job retention and career advancement.

COMPETENCIES

- Demonstrated understanding of career exploration, mapping, and navigation.
- Excellent written and verbal communication skills.
- Strong organizational, time management and problem-solving skills.
- Experience with data entry and strong attention to detail
- Ability to work independently, be flexible and dependable, and demonstrate initiative and creativity.
- Willingness to travel between facilities and Towards Employment to coordinate services for participants and attend relevant meetings.
- Strong presentation skills with both small and large groups.
- Must have proficiency with computers including Microsoft Office Products: Word, Power Point, Outlook, and Internet.
- Commitment to Towards Employment mission and core values.



WORK ENVIRONMENT

- Work is performed in an office setting. Some travel required.

PHYSICAL DEMANDS

- Must be able to remain in a stationary position 50%.
- Mobility to external sites 25%

3/2023