

**Towards Employment**

**JOB POSTING**

**Position:** Career Coach

**Reports To:** Manager, Industry Partnerships

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 offers a continuum of support to low-income individuals preparing to enter the workforce or looking to advance from low-wage employment while also fulfilling the staffing needs of local employers.

Position Overview:

Towards Employment is seeking an experienced career coach and group facilitator to join our team working on customized employer partnerships. The Career Coach is responsible for program implementation, participant recruitment and ongoing engagement. The Career Coach will assist unemployed/underemployed workers gain employment as well as assist entry-level incumbent workers explore career opportunities, develop career plans, enroll in education programs, and ultimately advance in their career with their current employer. Additionally, Career Coaches will build a strong relationship with our employer partners.

Responsibilities:

Career Coaching

* Develop positive relationships with program participants assisting with issues related to job retention and advancement
* Create an individual career plan with each program participant that includes education, training and work experience needed to attain career goal
* Provide support to ensure that enrolled participants successfully complete technical training programs
* Coordinate and facilitate career planning, professionalism and soft skill group sessions
* Document consistently and accurately all contact in a computerized data management system
* Perform services at contracted location as required
* Be willing to travel as required
* All other duties as assigned

Employer Relations

* Develop positive working relationships with employer partners in order to assess need and interests of the company and to understand working environment and to gauge services needed by employees
* Respond immediately to crucial needs of employer partners, regardless of business hours

Qualifications:

* Bachelor’s Degree in social work or related degree with at least 3 years’ experience in workforce development or human resources
* Demonstrated knowledge of healthcare or manufacturing industry
* Excellent customer service skills
* Experience working with adults with barriers to employment
* Proven group facilitation and presentation skills with both small and large groups
* Knowledge of community resources in Greater Cleveland
* Attention to detail, strong organizational, time management and problem solving skills
* Competency with Microsoft Office Suites
* Reliable transportation and auto insurance
* Ability to work as part of multiple teams and to demonstrate initiative and creativity
* Commitment to Towards Employment’s mission and values