

# Success Coach Job Description

**OVERVIEW:** 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 63 and a \$5.5 million annual budget. 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.

The ERN® model is an innovative approach to workforce development. Employer Resource Networks (ERNs®) assist private companies in supporting working families to gain self-sufficiency while driving business growth. ERN USA transforms companies one employee at a time through its onsite Success Coaching model, the support and growth of existing ERNs®, the development of new networks, peer learning across all partners, and evaluation to demonstrate high impact for employees, employers, government and communities.

## **Job Description:**

The Success Coach is responsible for making real time connections to community resources or provide assistance in accessing tools or training, allowing employees affiliated with an Employer Resource Network® (ERN®) member company to overcome the problems outside of work that affect their productivity in the workplace. The Success Coach will assist employees of member companies with things such as financial literacy, communication skills, conflict resolution, social and professional expectations, and how to work through a challenging situation from start to resolution. The Success Coach will work closely with internal staff, and Human Resources and/or management representatives, as well as employees from member companies.

## **Requirements for Success:**

- Minimum of three years' experience working in a related field (e.g. Human Services, Social Work or Case Management)
- Software proficiency in Microsoft Office and database programs is required
- The ability to work well independently and in a team environment and possess excellent communication, organizational, and creative thinking skills is required
- Must demonstrate sound understanding of documentation, handling sensitive information, and confidentiality practices
- Ability to respond sensitively, patiently, and timely to clients, member companies, staff, management, referral sources, and the public
- Demonstrated results-orientation and strong ability to solve practical problems and carry out responsibilities as outlined



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## Job Duties :

- Participates and upholds the values and processes devoted to continuous quality improvement in all ERN activities
- Proactively recruits employees for the ERN program by developing and delivering publicity and outreach materials to drive utilization
- Documents outreach activities for ongoing evaluation
- Partners with Human Resources, management, and supervisors to help identify employees in conflict
- Develops an individual, tailored assistance plan for the employee after conducting an oral needs assessment and interview
- Identifies additional barriers to employment and assess appropriateness of training/educational services
- Creates and updates computer database client files by recording each contact made with employees and maintains records required for follow-up
- Establishes, nurtures, and maintains appropriate linkages to internal and external employee resources
- Keeps current files of social services resources available to employees of ERN member companies and provides information on how to obtain services
- Assists ERN member company employees in completing written applications for social services when needed
- Maintains and manages regular contact with supervisor to reinforce and monitor work progress and to ensure quality, coordinated, and timely service delivery to ERN member company employees
- Provide program updates and produces reports to be presented at ERN board meetings
- Participates in state and national Peer Learning activities to share and build best practices

## WORKING CONDITIONS:

Must have the schedule freedom to work with varying hours, including evenings and weekends when necessary, with limited supervision. Work environment includes various locations in office, at member companies, and in public. Manual dexterity and visual capability to use computer, audio/visual, and general office equipment are necessary. Must have a valid driver's license, insurance, and reliable transportation when traveling to accomplish work-related tasks. Must be able to work under moderate to high stress.

## HOURS AND COMPENSATION

- Full-time, 40 hour per week salaried position.(office hours are Monday through Friday, but this position will be required to work varying hours, including evenings and weekends when necessary). Overtime can be approved if needed.
- Compensation commensurate with individual experience and qualifications.

## Competencies

Success in this position also requires:

- **Relationship Building** - Builds and maintains effective relationships with all stakeholders, including internal staff and external organizations that can impact Towards Employment's success and future.
- **Effective Communications**: Outstanding ability to effectively communicate plans and desired outcomes.



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- **Flexibility** – Able to be flexible in the face of changing circumstances or plans. Willingness to engage comfortably through change.
- **Schedule Flexibility** – Able work or attend events outside of traditional work hours or on weekends.
- **Confidentiality and Discretion** – Ensures a high level of discretion at all times, on all matters.
  - **Growth Mindset** – Embraces a culture of continuous learning and a can-do attitude, readily adapts to change, is intellectually curious and a critical thinker.
- **Social Justice and Racial Equity Advocate** – Passionate about promoting racial equity and inclusion at personal, organizational and systems levels; Understands the concepts of institutional and structural racism and bias and their impact on underserved and underrepresented communities.

## EMPLOYEE BENEFITS

Towards Employment offers competitive benefits including employer subsidized medical, prescription drug, vision and dental insurance; matching traditional and Roth 401k; life and disability insurance. Voluntary benefits include: HSA and FSA savings accounts, accident, critical illness and hospital indemnity insurance and dependent life insurance. Also employees receive paid vacation, 10 sick days, 3 personal/wellness days plus 13 paid holidays annually



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