



Hampton Roads Community Action Program

2410 Wickham Avenue
P.O. Box 37
Newport News, VA 23607

Job Title: STEP Program Coordinator (12 month program)
Department: Workforce Development
Location: Newport News

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties within the scope of this position may be assigned.

- Serves as the central point of contact for partner businesses and organizations.
- Ensures all partners receive required training to participate in the program, to include an overview policies and procedures.
- Conducts periodic job site visits to ensure partner and participant compliance with established worksite agreements.
- Serves as liaison to HRCAP finance team and outside vendors to ensure payroll and program related expenses are recorded and paid timely.
- Responsible for organizing, supporting and providing direction to program staff and participants.
- Ensures all worksites are DOL complaint and has documented safety procedures in place prior to participants start date.
- Serves as facilities and safety coordinator for programs and services.
- Develops, and maintains and oversees compliance with policies and procedures related to participant program eligibility and participation. Interprets and applies local, state, and federal policy and procedure to enhance program service delivery.
- Serves on departmental committees, community boards and/or commissions to advocate for participants and develops a network of resources that address the needs of program participants.
- Assists with maintaining and auditing program participant records. Conducts periodic counseling sessions with participants to ensure each is adjusting to and complying with the program requirements and is progressing on job work sites.
- Manages recruitment, selection, orientation and participant assignment for program staff. Routinely evaluates performance and provides intervention as needed to provide corrective actions based upon established performance expectations, program goals and objectives.
- Develops and maintains relevant data collection in order to regularly analyze program data and completes reports as required.
- Meet with participants (individually or in small group) routinely to provide support and guidance regarding work performance and the achievement of personal goals.
- Visits assigned worksites routinely to confer with work-site supervisors regarding participants' work performance; keeps daily log of communication and conflicts that might arise at perspective work- sites.
- Acts as liaison between program and partner organizations, as well as participants: communicates with all stakeholders on a consistent basis to ensure active participation and adherence to program guidelines.
- Identifies resources for participants and provide referral information regarding personal/social needs (e.g., housing, social services, counseling, crisis intervention, etc.).
- Contributes to the development and execution of program goals and measurement criteria.
- Responsible for recruiting and managing the work-readiness cohorts. Each cohort will enhance communication skills, team-building skills, resumes, and portfolios for career seekers.
- Assist with resume development of clients to strengthen volunteer experience, work history, and skill development before, and after intensive counseling.



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- Support and assist in enrolling participants who can benefit from earning a GED, a National External Diploma or receiving training focused on literacy and numeracy skill development.
- Offer to return citizens workshops and information from various community partners serving those with criminal backgrounds.
- Identify employers who hire individuals with background challenges.
- Support and leverage transportation options for clients.
- Create an individualized service plan and portfolio for each participant.
- Ensure that all participants have at least one week of Workplace Excellence Series facilitation for soft skills.
- Facilitate the warm hand-off into employment, registered apprenticeship, adult education, or additional formalized training
- Establish referral protocols with referring agencies, to determine client eligibility and utilize a proven and effective intake process, to screen appropriately for services.
- Manage data entry into the VA Workforce Connection labor exchange database for the Commonwealth and the EmpowOR software for share case management.
- Screen, refer for vocational evaluations as necessary, conduct various assessments, and help each participant identify their career interests.
- Provide job search services, workshops, counseling, training and employment preparation, and placement services as well as a variety of self-directed online training options.
- Encourage and promote self-directed engagement with skill building through online sites.
- Provide proactive job retention strategies.

Salary: Negotiable. Forty (40) hours per week with Benefits.

Application: Qualified individuals should apply at 2410 Wickham Avenue, Newport News, VA 23607. Office hours are 8:00a.m. - 5:00p.m. Monday through Friday. You can visit: www.hrcapinc.org to print an application and mail to P.O. Box 37, Newport News, VA 23607. Also you can email your application and resume to hrcapresume@hrcapinc.org

Closing Date: Applications accepted until position is filled.