



# Hampton Roads Community Action Program

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

**Job Title:** Job Coach (12-month program)  
**Department:** Workforce Development  
**Reports To:** STEP Program Coordinator  
**FLSA Status:** Exempt

## MISSION STATEMENT

To improve lives by providing optimum services and mobilizing resource that strengthen our communities.

## VISION

A strong, vibrant community where all citizens are self-sufficient and empowered.

## VALUES

Community Action Agencies improve people's lives, embody the spirit of hope, improve communities and make America a better place to live. We care about the entire community and we are dedicated to helping people help themselves and each other.

## SUMMARY

The Job Coach serves as a mentor to students/young adults participating in the STEP Program and meets with participants on a daily basis. Responsibilities include implementation of various Work Readiness Skills (WRS) as specified by the project director, as well as implementing and managing standards for participant services to ensure a successful work transition for participants and employers.

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

- Establishes and maintains professional working relationships with participants, community partners, staff and administrators to promote program goals.
- 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.
- 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.
- Maintain case management responsibilities, assist with employment and placement or training enrollment.
- Other duties as assigned.

**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 8:00 a.m. to 5:00 p.m. Monday through Friday. You can also visit: [www.hrcapinc.org](http://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](mailto:hrcapresume@hrcapinc.org)

**Closing Date:** Applications accepted until filled.