

Job Title: Whole Family Employment Coach
Department: Whole Family
Reports To: Manager, Whole Family
FLSA Status: Non-Exempt

SUMMARY

Performs mobility coaching and employment services to assigned families. Employee is responsible for assisting families in achieving self-sufficiency, determining eligibility for assistance through various community programs. The position will focus on preparing individuals with industry-recognized certification(s) as a direct pathway to employment. Must have a positive track record in working effectively with multi-ethnic, multi-cultural communities.

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

Family Centered Coaching

- Manages intense caseload and coordinates internal and external services for assigned families. Assist clients in achieving self-sufficiency; assess needs of households and determines appropriate supportive services; meets with clients regularly, assigns clients to activities aligned with individual and household development plans.
- Create an individualized employment service plan for member of the household (adult and eligible youth 16+ years or older).
- Manage data entry into the VA Workforce Connection labor exchange database and empowOR.
- Screen, refer for vocational evaluations as necessary, conduct various assessments, and help individuals identify their career interests.

Cohort Experience(s)

- Responsible for recruiting and managing each cohort.
- Assist with resume development to strengthen volunteer experience, work history, and skill development.
- Provide job search services, workshops, training and employment preparation.
- Encourage and promote self-directed engagement with skill building through online sites.
- Coordinate and/or facilitate the Workplace Excellence Series for soft-skill development.
- Create lesson plans with in-person appearances to ensure individuals are ready for Career Readiness Certificate and NorthStar Digital Literacy examinations.

On-the-Job Training / Readiness Program

- Identify employers agreeing to placement of individuals enrolled in program.
- Provide proactive job retention strategies.
- Meet with employers and clients to provide support and guidance regarding work performance.
- Visit worksites to confer and address conflicts that might arise.

Placement Services

- Establishes and maintains professional working employers, community partners, HRCAP staff.
- Identify employers who hire individuals with background challenges
- Facilitate the 'warm hand-off' into employment.
- Responsible for managing in-person and virtual classroom instruction for enrolled families.

Other duties as assigned by supervisor.

SUPERVISORY RESPONSIBILITIES

None

SAFETY RESPONSIBILITIES

In addition to complying with the guidelines for all associates:

Comply with all Federal, State and Local regulatory standards and procedures.

Ensure that all associates are trained in HRCAP's Safety Policies, Rules, and Regulations; trained for the jobs, they will be performing; trained for the equipment, they will be using, and understand the potential safety hazards in their work area.

Ensure that applicable personal protective equipment is available, in proper operating condition, and used for each job performed.

INFORMATION PRIVACY AND SECURITY

This associate may have access to Confidential Information (CI) and is required to be familiar with the HRCAP's Privacy policy related to the handling of CI, and follow all related procedures required to protect the privacy and security of CI.

QUALIFICATIONS

Working knowledge of the principles and practices of workforce and economic development, business administration, organizational behavior, organizational development, strategic planning, resource allocation, public relations, and leadership techniques; proven facilitator, trainer, instructor, or effective teaching experiences. Demonstrated oral and written communication skills as well as proven presentation skills; Moderate to advanced computer literacy including proficiency using word processing, presentation, and spreadsheet applications and Experience with successful marketing and recruitment efforts.

EDUCATION and/or EXPERIENCE

- Bachelor's Degree in a field related to Business Administration or five-year comparable experience, and/or certifications in related fields
- Industry-recognized credentials (preferred) in Workplace Excellence, North Star Digital Literacy
- credentials
- Expertise with Office365, Kahoot, NearPod, Google Classroom, and Basecamp
- Must possess and maintain a valid Virginia driver's license
- Criminal record check and credit report required for employment

CERTIFICATES, LICENSES, REGISTRATIONS

Current state driver's license, proof of current auto insurance coverage, satisfactory driving record and working vehicle required.

PHYSICAL DEMANDS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



MEDIUM

Lifting 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.

WORK ENVIRONMENT

There are no unusual work environment characteristics associated with performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



MODERATE

Occasionally exposed to extreme atmospheric conditions (temperature, noise, fumes, dust, etc.)

WORK CONDITIONS

N/A

STANDARDS FOR MEASURING PERFORMANCE

Performance will be measured by the following standards:

1. At least 85% individuals placed into competitive employment from each cohort.
2. Average hourly starting wage at least \$12/per hour.
3. Delivering Workplace Excellence Series, CRC and North Star Digital literacy preparatory classes.
4. Quality and level of employers and partners support achieved in relation to plan, timeline, and goals.
5. Quality and level of effectiveness in building community relationships among all constituent groups cited above.
6. Other areas identified by management.

RECEIPT OF JOB DESCRIPTION

I have received, reviewed and understand this job description. I further understand that I am responsible for satisfactorily performing the essential duties described in the job description. I understand the job functions may be changed from time to time. I will be able to perform the essential functions of this position with or without accommodation. I understand that if I will need an accommodation for this position, I will inform Human Resources and management of my accommodation needs.

Print Name _____

Associate Signature _____

Date _____