

FAMILIES FORWARD

DIGNITY • EMPOWERMENT • HOPE

Job Title: Career Coach

Reports to: Intake and Supportive Services Manager

Education Requirement: Bachelor's Degree

Experience Required: Minimum 3-5 years of solid work experience dealing directly with clients or customers

Position is Exempt, Full Time

Job Summary:

The career coach provides individual employment and income coaching for clients of Families Forward's housing programs to support them in obtaining employment or increasing overall income. As a program team member, the career coach communicates and collaborates closely with all members of the program team to support clients in achieving income goals to increase economic mobility and long-term housing stability. On an as needed basis, the Career Coach develops and presents up-to-date job search and other career related workshops for Families Forward clients and the community at large.

Essential Job Duties: (90% of time spent)

- Assess housing clients for realistic employment and income potential, possible employment barriers, and need for referral to community agencies and government assistance programs. Report assessment findings to Case Manager, Housing Resource Specialist and other team members.
- Coach clients in determining realistic job targets and create customized search strategies to meet goals within housing timelines.
- Collaborate with clients to create short and long term strategies for overcoming employment barriers.
- Coach clients through the entire search process from assessment and resume development to job search (online, phone, face-to-face networking, agencies/recruiters), interview preparation and salary negotiating. Coach clients post placement on job success as needed.
- Write, edit and critique resumes, cover letters and social media profiles.
- Report and record client progress and concerns via database updates, case management meetings, and individual collaboration as needed.
- Research viable, appropriate training programs for clients needing job readiness.
- Provide input on grant applications as related to career services.
- Enlist collaboration, as needed; from community-based members of the clients' support team including CalWorks case managers, DASU case managers, and education program directors.
- Engage with workforce development partnerships and employers to provide meaningful referrals to clients.
- Record, track and report all client utilization and outcomes data for monthly, quarterly and annual reports.
- Remain current on changes to and best practices of employment/recruiting markets, and technology advances for job search and resume formats.
- Develop, edit and deliver workshop content including, written materials, slide shows, and presentations.
- Create and design workshop advertising and marketing (electronic and paper).
- Perform all administrative tasks related to workshop scheduling, marketing and pre/post-workshop event.

Additional Responsibilities (10% of time spent)

- Conduct occasional workshops for community-based clients. Provide administrative support for workshops as needed.
- Attend staff, case management and Program Committee meetings and Families Forward events as directed.

Preferred / Highly Desirable:

- Background or experience in sales, marketing or recruiting
- Certification in Career Coaching
- Bilingual: Spanish / English

Required:

- Solid work experience (minimum 3-5 years) dealing with challenging clients or customers.
- Working knowledge of the coaching principles of empowerment.
- Strong working knowledge of today's competitive job search strategies including ATS, behavioral interviewing, resume writing / posting, LinkedIn, salary negotiating.
- Solid understanding of, and ability to utilize, current marketplace search and hiring practices.
- Ability to research training / educational resources for improving job readiness.
- Ability to communicate effectively with clients at all levels of the workplace (from labor ready to C-level personnel).

- Technical skills including Microsoft Office, internet search, social media platforms, smart phones, presentation tools and devices.
- Experience writing and editing resumes in all formats and online social media profiles.
- Understanding of and ability to use successful automated search practices including: ATS/online job search sites and posting techniques for resume/applications, mobile phone applications, candidate/recruiting software.
- Experience administering skills, career and personality assessments.
- Presentation skills to groups of all sizes.
- **Note:** This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.

Please send your resume to Elizabeth Childs, Director of HR, at echilds@families-forward.org

Key Skills:	Comprehensive Expert with total knowledge; guides others	Advanced Fully trained; requires occasional assistance	Moderate General knowledge but not totally proficient	Basic Trainee with general understanding
Technical/Functional Expertise: Training skills	Required			
Computer Software: Microsoft Office		Required		
Interpersonal/Communication: Strong verbal & written skills	Required			
Language (non-English): Speak & understand Spanish			Preferred	

Work Environment/Requirements: (time required in terms of an 8 hour workday)

Time each day (Occasionally = 0.5 to 2.0 hours; Frequently = 2.5 to 4.0 hours; Continuously = 4.5 or more hours)

Basic Duties	O	F	C
Drive car	O		
Operate forklift			
Ride in car	O		
Travel	O		
Use telephone			C
Type or use PC equipment			C
Sit at desk			C
Noise Level			
Very quiet (forest trail; isolation booth, etc.)			
Quiet (library; private office, etc.)			C
Moderate Noise (open office)		F	
Loud Noise (warehouse, fork trucks, etc.)			
Very Loud Noise (heavy equipment, etc.)			
Work Environment			
Wet, humid conditions (non-weather)			
Work in high, precarious places			
Fumes or airborne particles			
Toxic or caustic chemicals			
Outdoor weather conditions			
Extreme cold (non-weather)			
Extreme heat (non-weather)			
Risk of electrical shock			
Risk of radiation			
Vibration			
Other:			

Basic Functions	O	F	C
Kneel/bend/crouch/crawl/squat	O		
Talk			C
Hear			C
Climb or balance			
Reach with hands or arms	O		
Reach above shoulder level	O		
Stand or walk	O		
Use hands to finger/handle/feel			
Push/pull			
Special Vision Requirement			
Close vision (clear at 20 inches or less)			C
Distance vision (clear at 20 inches or more)			C
Color vision (identify & distinguish colors)			
Peripheral vision (Observe up/down/left right)			
Depth perception (3 D; judge distance)			
Ability to adjust focus			C
Lifting/Carrying			
Up to 25 lbs.	O		
Up to 50 lbs.			
Up to 100 lbs.			
More than 100 lbs.			
Working Hours			
Physical presence during work hours		F	
Weekends	O		
Overtime	O		

Manager's Approval

Date

Human Resource's Approval

Date

Employee's Approval

Date