

FAMILIES FORWARD

UNTIL EVERY FAMILY HAS A HOME

Job Title: Career Coach

Reports to: 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 Non-Exempt, Full Time (38 hours a week)

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 topics for Families Forward clients.

Essential Job Duties: (100% of time spent)

- Assess housing clients for realistic employment and income potential, possible employment barriers, and need for referral to community partners. Report assessment findings to CARE 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.
- Guide 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.
- Engage with workforce development partnerships and employers to provide meaningful referrals to clients.
- Record and track 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 employment workshop content including written materials, slide shows, and presentations on an as needed basis. Create and design workshop flyers (electronic and paper).
- Conduct occasional workshops for employer and agency partners.
- Attend staff, case management, and Program Committee meetings and Families Forward events as directed.

Minimum Qualification:

- Bilingual: Spanish / English.
- Background or experience in sales, marketing, or recruiting.
- 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.
- 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 submit all resumes to Marissa Hall at mhall@families-forward.org. No phone calls please.