



# it's my community!

## JOB DESCRIPTION

### Career Coach

**FLSA Status:** Exempt

**Reports To:** Senior Program Manager

#### **Position Summary**

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The Career Coach is responsible for assisting Work Ready Oklahoma (WRO) participants with navigating program services, needs-related resource connection and entry into employment in targeted sectors. WRO serves a number of populations including, veterans, the historically unemployed or underemployed, individuals with a criminal background including those re-entering society from incarceration, incumbent workers, low skilled or wage workers, and the long term unemployed. WRO programs aim to demonstrate the value and efficacy of well-thought approaches to incorporating soft skills, vocational training, continuing education, job placement, job coaching, and career advancement in ways that make obtaining consistent gainful employment in areas that pay a living wage more accessible to these groups. WRO continuously looks for opportunities to innovate within the workforce development field and where appropriate develop and foster social enterprises that include employment opportunities for the populations we serve and whose financial success can be reinvested in the services and resources needed to build the WRO model.

The Career Coach will work closely with the outreach, partner development and service delivery teams to identify and match participants with opportunities that result in milestone achievements and measureable outcomes for the long-term success of both the program and its participants. Important functions include providing individual and targeted assistance with professional development and preparation for employment, identifying and connecting participants with education, skills training, work-based training and placement opportunities, and documenting all communication and follow-up efforts with participants, partners and providers.

#### **Essential Job Functions**

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- Meet individually with participants to determine skill level, industry experience, and education/training needs;
- Guide participants through assessments and create an individualized career plan
- Assist with scheduling workshop attendance and enrollment into programs at partnering education/training institutions to enhance job readiness and employability;
- Meet regularly with members of the outreach and partner development teams to match participants with opportunities;
- Assist with developing resumes and cover letters, identify opportunities for employment and assist with the application and interview process;
- Interface with employers and gather feedback to aid in maintaining successful employment;

- Maintain relationships with staffing agencies to aid in matching participants with labor force needs;
- Assist with identifying professionals to participate in industry specific interview panels;
- Input and maintain participant information and progress in ETO
- Input and maintain business and referral information in ETO
- Coordinate supports that will assist the participant with attendance and participation in program activities and make referrals to partnering agencies as appropriate;
- Other duties as assigned

### **Education/Training**

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- Bachelor's degree and related experience in Communications, Marketing, Psychology, Human Relations, Social Work or related field, required

### **Experience**

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- Experience working in a mentoring or advising role
- Must be very comfortable with public speaking and be able to communicate ideas, advice, feedback and critiques professionally and concisely in individual and group settings;
- Ability to recognize weaknesses and develop plans to aid in personal and career growth
- Must own the process and outcome of equipping WRO participants for success in targeted high-growth industries
- Experience with ETO, Salesforce, Oracle, or similar client based database management platforms, preferred
- Knowledge of workforce or industry trends in Oklahoma is highly recommended;
- Experience working to support and implement large scale, multi-dimensional projects, preferred
- Demonstration of solid communication skills

### **Special Requirements**

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- Ability to work a flexible schedule, including some evenings and weekends
- Must be proficient in Microsoft Office, including but not limited to Excel, Word, PowerPoint and Outlook with mastery level knowledge and experience, preferred

### **Essential Physical Requirements**

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Sufficient mobility and strength to move about the facility. Ability to be mobile throughout the community.

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|---|---|--|
| <input type="radio"/> Light lifting (<20 lbs.)      | <input type="checkbox"/> Sitting (for sustained periods of time)  | <input type="radio"/> Driving                          |
| <input type="radio"/> Moderate lifting (20-50 lbs.) | <input type="radio"/> Walking (moving about on foot to accomplish tasks)                                    | <input type="checkbox"/> Hearing                       |
| <input type="radio"/> Heavy lifting (>50 lbs.)      | <input type="checkbox"/> Repetitive motion (sustained movements/motions of the wrists, hand and/or fingers) | <input type="checkbox"/> Mental requirements, specify: |

Standing

Bending

Exposed to hazards, specify:

Reaching (extending hand(s) and arm(s) in any direction)

Pushing/pulling

N/A Others, specify:

**C** = constant (> 50%) **F** = frequent (25%-50%) **O** = occasional (1%-25%) **N**= never (0%)

I am able to perform all functions of the job as explained on the job description. At this time I do not require any special accommodations to perform the essential functions of this job.

I am unable to perform the functions of this job and will need to request a reasonable accommodation with Human Resources.

Effective Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Print Name \_\_\_\_\_

**Approval Signatures**

Employee	Date
IMCI Executive Director	Date
Authorized Representative	Date
Human Resources	Date

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.