



## Career Coach

Reports to: Program Manager (or designee)

### **Job Summary:**

Chicago Cook Workforce Career Coaches assist their clients in developing personal employment goals, honing employability skills and creating and executing career plans. Daily duties may include helping clients pursue employment opportunities, providing feedback and hands on instruction with preparing resumes and cover letters, and preparing clients for job interviews. They also will hold one on one coaching sessions to help people resolve barriers to employment and host workshops that help clients establish social networks and build relationships among members to actively promote their career objectives and support others.

Clients may include CHA public housing and housing choice voucher residents who are unemployed, have disabilities or are looking to change or upgrade their careers. Other populations may also be assigned as needed.

Another role of the Career Coach is to motivate and support participants in their efforts to gain employment by delivering formal and informal sessions on job search tactics, labor market information, completing online applications and use of social media. The Career Coach will develop the job training sessions in line with the Chicago Cook Workforce Partnership operational guidelines.

### **Key Responsibilities and Duties:**

Conducts assessments of incoming clients using Partnership prescribed tools to identify career goals, skills, abilities, interests, and to address barriers to employment.

Prepares an individualized employment plan (IEP) with each client that addresses specific goals towards full employment, including identified placement and vocational training milestones.

Provides individual counseling and support to help clients execute their IEPs and meet their career objectives.

Provides training and instruction on how to conduct labor market research and how to analyze occupations.

Provides guidance and reviews vocational training options and funding resources such as WIOA, FAFSA, and others.

Provides direct referrals to workforce centers, bridge programs, sector centers, and special hiring and training initiatives.

Assists public housing residents by making referrals for open job orders for which clients are qualified. with The Partnership Business Relations Employment Development (BRED) unit and the regional Business Services Team (BST) to share resumes of public housing and non-public housing customers for active recruitment drives.

Maintains contact information on participants, both during and after completion of the program. Tracks progress and reports the status as required in Client Management System (CMTS).

Works closely with workforce center staff such as WIOA Career Coaches, Resource Room Attendants, Job Readiness Trainers and Site Directors to provide a high level of service coordination, support, and job placement assistance for the customers.

### **Minimum Qualifications:**

- High School Diploma or G.E.D. Certificate; and
- At least two years of college in human services or a related field with some direct career advisor experience, supplemented by or at least two (2) years of direct career advisor or training experience in workforce development (WIOA preferred) or a related field OR four (4) years of work experience performing these job duties; and
- Must be able to speak and write English clearly (Spanish language skills a plus); and
- Ability to travel throughout the region, state and nationally, if necessary.

### **Knowledge, Skills, Abilities and Other Characteristics:**

Ability to work in a racially diverse environment in which working towards racial equity in workforce or economic development, or social service sectors is key.

Experience in career coaching in either a classroom setting or on a one-on-one basis.

Experience in using audio visual aids in order to enrich the learning experience for technical and non-technical customers.

Experience in working with job seeking adults either 18 or older.

Knowledge of local labor market trends and employer requirements.

Experience in maintaining and preparing reports for management review and entering case file notes into client management systems in order to record client status and outcomes.

Computer operations skills, including working knowledge of the Microsoft Office, suite, with an emphasis on MS Word and Excel.

**The duties listed are not set forth for purposes of limiting the assignment of work. They are not to be construed as a complete list of the many duties normally to be performed under a job title or those to be performed temporarily outside an employee's normal line of work.**