

Lutheran Social Services

Position Description



Division/Department: Steps to Success

Job Title: Workforce Development Coach

Reports to (Title): Director – Steps 2 Success

Job Code:

FLSA Status: Exempt

Manager (with direct reports)?	Yes		No	X
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Location: Jacksonville

SUMMARY

Financial Opportunity Centers (FOC) help low to moderate income families boost earnings, reduce expenses, and make appropriate financial decisions that lead to asset building through an integrated service model approach. The centers provide individuals and families with services across three critical and interconnected areas: employment services, financial coaching and access to income supports.

The Workforce Development Coach provides direct services individuals who are enrolled in the Lutheran Social Services Workforce Development Program. This position requires considerable skill in engaging and motivating clients, an understanding of the local job market, experience in workforce development best practices, ability to create partnerships with local employers and community partners, and strong presentation skills.

This is grant funded position.

ESSENTIAL DUTIES & RESPONSIBILITIES

Essential Duties and Responsibilities can be broken down into the following core areas:

1. Business Partnership / Applicant Recruitment

- Connect with local businesses for possible job opportunities within the area(s) that match applicants' skill(s) set(s)
- Meet with local vocational education programs for referral services
- Survey the Jacksonville area job market to determine for in-demand skills
- Conduct community workshops on topics pertaining to workforce development and public resources
- Attend community fairs/functions to recruit applicants
- Identify the needs of the serviced community to create opportunities for viable job offers and/or possible referrals to other programs
- Create literature and power points to inform potential applicants of Lutheran Social Services WDP
- Attend local community meetings - i.e. job fairs, churches, schools, and businesses to present program benefits
- Set up and monitor social media services to connect with employers and applicants
- Arrange appointments and answer phone inquiries

2. Intake

- Verify applicants meet the criteria set forth by FOC for services
- Ensure applicants understand and are willing to comply with program rules
- Stress the importance of accepting job opportunities
- Review educational documents and employment history
- Examine applicants' skills and identify area(s) of need

3. Career Planning

- Discuss career pathways with applicants
- Set short term and long-term goals and the activities needed to complete them
- Register approved applicant in certification program for training

4. Employment Orientation

- Explain the importance/benefit of maintaining employment to the applicant
- Discussion on employer expectation – i.e.- showing up on time, dress codes, good hygiene, working well with others, chain of command
- Help identify possible transportation methods for the applicant to utilize i.e., JTA bus system, Taxi services, carpooling.
- Transport applicants to and from school for initial registration, testing/assessment
- Conduct resume writing workshops
- MOCK interviews
- Explain social media / on-line application importance and guide applicant through the process of setting up their portals for maximum career opportunity exposure
- Assists in employment assessment/test preparation

5. Job Placement

- Review job descriptions with applicant to ensure they are willing to perform duties
- Assistance applicants in filling out job applications
- Provide moral support and counseling to boost applicants' self esteem
- Take applicants to employer required background testing and/or drug testing
- Go over the employer policy and rules to ensure applicant is compliant prior to first day of work
- Help with on-boarding process, if needed

6. Report and Tracking

- Verify job placement has been achieved to ensure program success rate
- Follow up visit with employers to ensure employer satisfaction
- Maintain complete records of each applicant's time within the program which should consist of (Applicant identification, educational documents, monthly case notes, and employment procurement).
- Analyze the local job market to ensure service needs are being met and projection goals are on target

WORK EXPERIENCE & JOB-RELATED SKILLS (Required/Preferred)

Required:

- Strong communication skills, both written and oral
- Proficient in Microsoft Word, Excel, and PowerPoint
- Internet and Resource Savvy
- Teamwork, collaboration, and relationship building skills are required for success in this position
- Independent judgement is required to plan, prioritize, and organize a diverse workload
- Must be a creative problem-solver with strong organizational, analytical, planning, and anticipatory management skills
- Ability to effectively present information/respond to questions from clients, customers, and the public.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to solve practical problems and deal with a variety of concrete variables with a minimum amount of direction

Preferred:

- Previous work experience in the career development preferred
 - Previous work experience in healthcare field preferred
 - Previous work experience with the FOC's target population, and/or the ability to provide coaching services in a culturally sensitive manner.
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Lutheran Social Services

Position Description



EDUCATION, CERTIFICATION, LICENSURE (Required/Preferred)

- Required: A bachelor’s degree from a four-year accredited institution
- Driver’s license

REQUIRED JOB COMPETENCIES (Behaviors For Effective Job Performance)

- Organizational and problem-solving skills
- Managing and Measuring Work
- Planning and Organization
- Professional/Technical Competencies
- Quality Process Management
- Developing others
- Teamwork/Inclusion
- Accuracy/Quality Results
- Coordination/Collaboration
- Flexibility
- Decision Making

WORK ENVIRONMENT/PHYSICAL DEMANDS	
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.	
Activity: (if more than 2+ hours per day)	<input checked="" type="checkbox"/> standing <input checked="" type="checkbox"/> sitting <input checked="" type="checkbox"/> mobility <input checked="" type="checkbox"/> climbing <input checked="" type="checkbox"/> balancing <input checked="" type="checkbox"/> writing <input type="checkbox"/> crawling <input type="checkbox"/> squatting <input checked="" type="checkbox"/> bending <input checked="" type="checkbox"/> filing <input type="checkbox"/> twisting
Lifting to include:	<input checked="" type="checkbox"/> up to 10lbs. <input checked="" type="checkbox"/> 11-25 lbs. <input type="checkbox"/> 26-60 lbs. <input type="checkbox"/> 61-75 lbs. <input type="checkbox"/> Over 75 <input type="checkbox"/> pushing <input type="checkbox"/> pulling <input type="checkbox"/> carrying
Environmental Conditions:	<input type="checkbox"/> cold <input type="checkbox"/> heat <input type="checkbox"/> wet and/or humid <input type="checkbox"/> noisy <input type="checkbox"/> vibration <input type="checkbox"/> fumes <input type="checkbox"/> dust <input type="checkbox"/> odors <input type="checkbox"/> mists
Sensory:	<input checked="" type="checkbox"/> hearing to converse <input checked="" type="checkbox"/> hearing to use telephone <input checked="" type="checkbox"/> talking <input type="checkbox"/> tasting/smelling <input checked="" type="checkbox"/> reading distance 1-5ft <input type="checkbox"/> reading distance 10-30ft.
Driving:	<input type="checkbox"/> incidental driver <input checked="" type="checkbox"/> regular driver
Keying:	<input type="checkbox"/> Occasionally (2-3 hours week) <input checked="" type="checkbox"/> Frequently (2-3 hours day) <input type="checkbox"/> Continuously (4+ hours day)
Safety:	List specifics: willing to use private vehicle to transport clients as needed

The statements included in this Job Description are intended to describe the general nature and level of the work being performed by the person assigned this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required.

Employee Print Name: _____

Employee Signature: _____ Date: _____

Lutheran Social Services is an Equal Opportunity Employer