



Career Coach

Classification: Non-exempt
Status: Part-time
Reports to: Service Integration Specialist
Location: 6751 Columbia Gateway Drive, Columbia MD 21046

JOB DESCRIPTION:

Summary/Objective:

This position works with Community Action Council's Head Start households in order to identify job and career goals, connect families with training and education programs that support those goals, assist in job search and obtainment, and provide ongoing support to assist families with long term stability in employment placement. Additionally, this position works with community partners to create education and employment pipelines for Head Start families.

Essential Functions:

- Meet with families to determine skill level, industry experience, education/training needs, and career goals.
- Guide families through assessments and create an individualized career plan.
- Assist with scheduling workshops, attendance and enrollment into programs at partnering education/training institutions to enhance job readiness and employability.
- Assist with developing resumes and cover letters, identify opportunities for employment and assist with the application and interview process.
- Develop new partnerships with community entities that result in job training and placement opportunities for Head Start households.
- Coordinate supports that will assist families with attendance and participation in program activities and make referrals to partnering agencies as appropriate.
- Must own the process and outcome of equipping Head Start families for success in targeted high-growth industries.
- Assumes other duties, responsibilities and special projects as needed.

Essential Abilities:

- Must be comfortable with public speaking and able to communicate ideas, advice, feedback, and critiques professionally and concisely.
- Must possess the ability to recognize challenges and develop plans to aid in personal and career growth.
- Must possess the ability to use your own personal vehicle to fulfill job related responsibilities.
- Must possess the ability to be a positive role model by maintaining the highest level of professional and ethical behavior throughout your interactions with both internal and external customers.
- Must possess the ability to use technology for the completion of specified job duties.
- Must possess the ability to work cooperatively with others including all staff, supervisors, administrators, co-workers, community professionals, clients, vendors and the public.
- Must possess the ability to follow instructions and abide by Agency policies and procedures.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- ✓ Ability to work in an office environment.
- ✓ Ability in work in a classroom environment.
- ✓ Ability to communicate on the telephone.
- ✓ Ability to read, writes, comprehend and speak English.
- ✓ Ability to complete tasks with numerous interruptions.
- ✓ Ability to work with little to no direct supervision.
- ✓ Ability to sit for long periods of time.
- ✓ Ability to walk up and down stairs.
- ✓ Ability to lift 20 lbs.
- ✓ Ability to bend, lift and carry.
- ✓ Full awareness of environmental stimuli
- ✓ Ability to understand basic math and work with numbers.
- ✓ Ability to type.
- ✓ Ability to demonstrate compassion and respect for persons with economic challenges.
- ✓ Ability to use computer.
- ✓ Ability to operate a motor vehicle.

Education:

Bachelor's degree, in Business, Communications, Marketing, Social Work, Psychology, or related field, required

Experience:

At least, 3 years of experience as an employment coach. Mentoring or advising experience preferred. Knowledge of workforce and industry trends in Howard County is highly recommended.

Additional Abilities and Skills:

- ✓ Ability to work a flexible schedule, including some evenings and weekends
- ✓ Strong computer proficiency especially with Microsoft Office (Word, Excel and PowerPoint).
- ✓ Effective decision-making and problem solving skills.
- ✓ Effective communication skills, both oral and written.
- ✓ Must be organized, flexible and dedicated to quality service delivery.
- ✓ Ability to work independently and collaboratively with others.
- ✓ Ability to prioritize and manage multiple tasks effectively.
- ✓ Proficient in technology applications.
- ✓ Ability to analyze data and recommend action.
- ✓ Demonstrate integrity and ethical standards in job performance.
- ✓ Strong organizational skills with the ability to prioritize tasks.
- ✓ Ability to communicate effectively, both orally and in writing across all levels of the organization.
- ✓ Ability to work with sensitive information and maintain a high degree of confidentiality.



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- ✓ Effective management skills with an ability to plan and implement systems that are outcome oriented and ensure quality service delivery.
- ✓ Allocate staff resources to maximize productivity.
- ✓ Expertise in the client plan development, implementation and review process.
- ✓ Effective management skills with an ability to plan and implement systems that are client focused, outcome oriented, and ensures quality service delivery.
- ✓ Case management skills with focus on client advocacy and outcomes.
- ✓ Knowledge of governmental benefits, community programs and other resources with ability to access same for the clients.
- ✓ Ability to provide guidance, direction and technical support to staff.

AAP/EEO Statement:

Community Action Council of Howard County is an equal opportunity employer.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

NOTE: At the discretion of the Personnel Officer, additional related experience and/or education may be substituted in lieu of the requirements specified above under Education and Experience.

Employee Signature

Date