



A replication of the national Ready4Work program, operated by Abe Brown Ministries, Inc.

Job Title	Career Coach		
Reports To	Ready4Work, Program Manager		
Salary Range		FLSA Status	Non-Exempt

Company Overview

Abe Brown Ministries is a non-profit, Faith-based organization. The Ready4Work – Hillsborough Program is responsible for providing job placement and other support services for offenders being released to Hillsborough, Pinellas, Polk and Pasco counties or an ex-offender referred to Abe Brown Ministries.

Job Purpose

The Career Coach will provide ongoing support and career guidance services, including diagnostic testing and other comprehensive assessments to program participants. Inform program participants on occupations with clear career paths congruent to client’s skills in high-growth industry sectors. Create individual employment plans, inform clients on eligible training opportunities, as well as support the Account Executive in initiating, maintaining, and developing employer relationships, developing employment opportunities, and work-based learning experiences that link to careers in high-growth sectors, On-the Job Training contracts, Transitional Jobs, Customized Training and any other business engagement and training tools identified and/or approved by the organization.

The Career Coach is responsible for managing the end-to-end client placement process within the Ready4Work – Hillsborough program. The Career Coach will assist clients with applying the key topics learned in career development to real-world work situations, professional goal-setting and long-term workplace success strategies.

Duties and Responsibilities

1) Client Support

- a) Meet with client during Professional Development classes to determine potential or realized job skills that will assist in preparing a forecast report used to match jobs in the ETO database.
- b) Assist Professional Development Instructor with insuring clients’ satisfactory completion of core deliverables: Wonderlic Test, Resume, State of Florida Application, and Mock Interview
- c) Ensure clients complete an Interest Inventory Assessment and Employment Profile
- d) Conduct two (mid-term and final) Ready Client List Evaluations on each client in Professional Development noting strengths and areas for improvement.
- e) Review case notes in ETO and meet with clients to develop individualized employment plans that target jobs in high-growth will be appropriate for the client.
- f) Provide comprehensive case management and assessment activities as promulgated by the needs of the organization
- g) Prepare clients for future interviews through mock interviewing and one-on-one meetings.
- h) Plan and facilitate group format workshops, Employability Workshops, covering topics pertinent to the workplace through the utilization of case studies and relevant data and statistics.
- i) Ensure that a pre-interview drug screen is administered and passed before the client attends an interview.
- j) Transport clients to and from interviews when necessary.
- k) Debrief with the client after each interview and ensure the client sends interview follow-up correspondence in the form of a Thank-You Note.
- l) Work constructively with the client, Business Development Manager, and respective Case Manager to prepare them for their first day of work (proper attire, paperwork, etc.,)
- m) Maintain regular contact with clients to assist with job-related issues and input contact notes in ETO
- n) Coordinate vocational training activities for clients with community partners.



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2) Collaboration

- a) Meet weekly with Business Development Manager to discuss clients on the Ready Client List and potential employment opportunities with current Job Orders
- b) Collaborate closely with Professional Development Instructor to schedule Employability Workshops within Professional Development class.
- c) Assist Professional Development Instructor with facilitating and planning Professional Development modules when necessary
- d) Schedule meetings with case managers to discuss clients' progression and areas for improvement when necessary

3) Community Partnership

- a) Develop an understanding of the needs of the business community and assist potential employers with understanding how the ex-offender population can add value to the workplace
- b) Develop a relationship with employee partners to execute regular site visits within the 90-day probationary period of each client placement.
- c) Coordinate community service outings for clients with community partners.
- d) Conduct outreach in the community to provide wrap-around services

4) Administrative

- a) Stay abreast of federal laws, new state legislation, propositions, and county initiatives that advocate for the ex-offender population
- b) Prepare professional reports, memoranda and other letters, advocating for the Ready4Work-Hillsborough program and the clients in the program.
- c) Ensure all data and reports related to client services are accurate, timely and complete within the timeframe established by Program Manager.
- d) Submit relevant receipts and paperwork regarding client's progress to ensure that all services are properly documented.
- e) Maintain ETO case files and hard copy files of each client.
- f) Responsible for the end-to-end process of the Fidelity Bond Certification, where applicable.
- g) Strive to meet monthly metrics as set by Ready4Work, Director through professional development and constructive feedback.

Qualifications

- Bachelor's degree required, Master's degree preferred.
- Career Coach Certification is a plus. If not already certified, Career Coach will be required to become a certified Career Coach while employed for Ready4Work-Hillsborough.
- At least two years human services experience.
- Comfort in using computers and learning new software.
- Proven track record in business-to-business sales in a performance driven occupation
- Experience working with the underserved and persons in crisis.
- Strong documentation skills
- Excellent written and verbal communication skills, ability to establish rapport.
- Ability to work in a variety of settings with culturally-diverse families and communities with the ability to culturally sensitive and appropriate.
- Ability to motivate others towards achieving goals.
- Must be able to maintain confidentiality involving both clients and fellow employees.
- Valid Driver's License and ability to legally operate a motor vehicle.
- Maintain professional appearance and comply with company dress code.
- Previous employment or job coaching experience in a non-profit setting is a plus.

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Working Conditions

Work is generally sedentary in nature, but may require standing and walking for up to 10% of the time. Work is generally performed within the office environment, with standard office equipment available.

Physical Requirements

- Must be able to read, write and communicate fluently in English. Must have good vision and ability to lift up to 20 pounds. May be required to do some light lifting of supplies and materials occasionally.
- Must be able to spend long hours sitting and using office equipment and computers.

Approved by:	
Date approved:	
Reviewed:	09/2018