



HOPE FOR PRISONERS JOB DESCRIPTION

Job Title	Career Coach	Position Type	Fulltime
Funding	Grant Funding / General Funds	Travel	Yes
Level/ Salary Range	\$40,000 - \$45,000	Date Approved:	8/6/2019
Reports To	Reentry Supervisor		

Career Coaches at Hope For Prisoners (HFP) are responsible for encouraging, guiding, supporting and monitoring the success of program participants. Case managers may specialize within the organization working on initial intake and support services to assist clients in adjusting and stabilizing, or work with clients proceeding to career and next step goals.

Career Coaches deliver services with a client- first focus within a team setting. HFP is a growing organization with strong community partners including Las Vegas Metropolitan Police Department and the Las Vegas faith-based community. Understanding and embracing the resources available to deliver comprehensive support to HFP clients are essential.

Duties and Responsibilities:

Typical duties will include, but are not limited to:

- Responsible for administering the Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker program
- Identify client barriers to successful employment
- Work collaboratively with community partners and the One-Stop Delivery System to assist clients in accessing various services
- Provides and uses information from assessments, evaluations, observation, and interviews to develop service plans
- Create and implement a realistic Individuals Employment Plans (IEP) to address employability planning, support services and identify available resources
- Provide basic and intensive employment and training services as needed to assist clients in becoming self-sufficient
- Provide intensive file and case management assisting participants in overcoming barriers that inhibit success in employment or training
- Serve as an advocate for clients as needed
- Cross-train in other federal programs for which participants may qualify
- Work in collaboration with agencies to achieve the goals stated on the client IEP
- Track client progress and modify as necessary, review progress of IEP monthly
- Conduct vocational, occupational and employment counseling with groups and individuals
- Schedule and conduct workshops including Work Readiness and various re-employment services workshops (e.g. resume and cover letter writing, interviewing skills, coping with job loss/crisis management, job search techniques, keeping your job, etc.)
- Accurately and timely record program data in the MIS system and accurately maintains all necessary forms

- Maintains participant contact to monitor success and provides follow up services as necessary.
- Manages a case load that may vary from 50-75 unique and individual clients
- Perform other related duties as assigned

Education and Experience

Required:

- Associate's degree or equivalent amount of education and/or experience
- Minimum one year experience as case manager, career coach, or student advisor
- Experience in developing case plans and career path guidance
- Excellent knowledge of case management principles
- Excellent communication skills, both written and verbal
- Organizational and time-management skills
- Conflict resolution and coping with high stress at-risk clientele
- Must be well-informed about the rules and regulations pertaining to the WIOA program
- Excellent computer and office skills
- Ability to establish good professional relationships with staff, employers, clients and diverse populations
- Ability to function in a fast-paced environment
- Must possess a valid Class C Driver's license as travel is required

Preferred:

- A Bachelor's degree or equivalent amount of education and/or experience
- One to three years or more experience specific to Workforce Development activities
- Familiarity with reentry populations

Knowledge, Skills and Abilities:

- Ability to work full time (Mon-Fri, possibly some evenings and weekends)
- Proficient in Microsoft Office programs and familiar with case management software required
- Strong organizational skills and ability to keep accurate and complete records
- Solid understanding of substance use disorders and treatment
- Ability to prioritize competing deadlines while delivering assistance with compassion, respect and patience
- Familiar with varied assessments and tools for career exploration
- Excellent communication skills including ability to generate professional technical written reports with accuracy
- Ability to create and deliver presentations and workshops
- Knowledge of pertinent federal, state, and local law and regulations including employment laws
- Knowledge of local agencies assisting with employment opportunities and placement
- Knowledge of HFP mission, values and program
- Dependable and adaptable to needs of a growing organization with strong community partnerships
- Outcome focused with the ability to manage competing demands

PHYSICAL ABILITIES & WORK ENVIRONMENT

The physical demands described below are representative of those that must be met by an employee to successfully perform essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and functions of the position. The list below of minimum essential functions is illustrative of the minimums only and is not a comprehensive listing of all functions and tasks performed.

- Ability to lift and move boxes up to 40 pounds
- Ability to sit at a computer for prolonged periods of time

- Ability to work in a typical office environment
- Flexible schedule required, occasional nights and weekends
- Ability to tolerate stress
- While performing the duties of this job, the employee is regularly required to speak and interpret verbal communication
- Ability to conduct tasks and successfully perform under critical deadlines
- Manual dexterity to operate office equipment and examine documents, records and files

This job description is intended to describe the general nature and level of work expected of this position. The description is not intended to be construed as an exhaustive listing or description of all responsibilities, duties and skills required of incumbents in the position.

HFP is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to sex, gender identity, sexual orientation, race, color, religion, national origin, disability, protected veteran status, age, or any other characteristic protected by law.