



**Job Title:** Career Coach

**Department:**

**Reports To:** Program Manager

**Effective Date:** September 1, 2021

**Organization Profile:**

PODER empowers individuals with the necessary academic tools to promote human dignity, increase employment potential, and facilitate participation in the larger community.

Since 1997, PODER's objective has been to empower Spanish-speaking adult immigrants to create successful and fulfilling new lives in the United States. Through a deep commitment to the needs of the immigrant communities on Chicago's southwest side, PODER provides critical societal and workforce integration services with both immediate and long-term impact for families, communities, and employers throughout the City of Chicago.

**Job Summary:**

PODER's part-time career coach will work in tandem with PODER's full-time career coach to provide job counseling and career pathway support services to current PODER students and other area residents. One-on-one phone calls or virtual meetings will be used to provide information and guidance about workforce development training opportunities while assessing need for other support services. These may include public assistance, housing services, financial counseling, legal support and career coach will make appropriate referrals when necessary. Utilizing a strength-based coaching framework, individual meetings will focus on identifying the specific barriers facing each resident and developing individualized career plans to overcome each challenge. Work will be conducted remotely in the short-term and ultimately will take place offsite at one or more of PODER's community partner organizations. The career coach reports to the Program Manager.

**Responsibilities include, but are not limited to the following:**

Career Counseling (80%):

- Provide 1:1 counseling to assist clients in achieving employment goals. These will include career exploration and decision-making, developing job readiness skills, assistance with job placement including job search strategies and other identified employment needs
- Develop rapport and trust with clients while recording employment history, educational background, career goals, etc. using the Employability Assessment Model (suitability assessment for assisted service) and documenting any barriers to employment
- Assess need for additional assistance supports such as rehabilitation, public assistance, financial support or housing services and/or further vocational training, and make appropriate referrals
- Assist clients in creation and subsequent monitoring of an individualized Client Action Plan
- Assist clients with resume and cover letter writing, interview preparation, and employer communications (pre- and post-interview)
- Create, implement, and offer job readiness workshops (job search strategies, writing resumes and preparing for job interviews, exploring career paths, continuing education, etc.)
- Assist clients in the use of resources and technology for job search activities
- Collect labor market information for clients regarding job openings, entry level skill requirements, and other occupational information



- Conduct exit interviews and collect client evaluation of program experience
- Conduct outcome tracking including individual impact stories and successes of placed job candidates
- Maintain file case notes and appropriate documentation about client progress
- Utilize formal referral networks through Now Pow and Iris (training to be provided), to workforce development training providers, educational institutions and CBOs to seamlessly connect individuals to a holistic range of services to advance economic equity and upward mobility
- Determine eligibility and administer a mini-scholarship application to clients in need to ameliorate barriers facing them, pending approval of submission
- Maintain contact with all clients placed in workforce development programs and jobs to provide continuing supplemental case management support and document wage/benefit gains

#### Outreach and Job Development (20%)

- Conduct outreach in tandem with PODER's full-time career coach and coordination with our community relations manager to raise awareness of PODER's workforce development programs in the community and identify individuals to enroll
- Engage with employers to receive input and modifications to training while building a network of businesses to ultimately provide clients with job opportunities
- Relationship development with local social service agencies that have complementary services to PODER
- Check-in at regular intervals with employers to assess quality and success of referrals
- Liaise with job development services, government contacts, and other community service providers on mutual clients as needed to facilitate client progress

#### **Additional Duties/Skills Required:**

- Bilingual Spanish/English
- Self-motivator with excellent organizational skills and attention to detail
- At least 3 years' experience in case management, social work, or counseling
- Excellent time management skills with a proven ability to meet deadlines in a remote work environment
- Proficient with database management & Microsoft Office Suite or related software
- Previous experience with workforce development programs and partnership development preferred
- Understanding of strength based, holistic approach to coaching and passion to help others achieve their dreams
- Ability to prioritize tasks and to delegate when appropriate
- Ability to act with integrity, professionalism, and confidentiality
- Excellent interpersonal and conflict resolution skills
- Excellent verbal and written communication skills
- Strong understanding of the Latino immigrant population in Chicago

#### **Physical Requirements:**

- Prolonged periods of sitting at a desk and working on a computer.



### **Equal Employment Opportunity Statement**

It is the policy of PODER to provide equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, PODER will provide reasonable accommodations for qualified individuals with disabilities.