

WESTERN VIRGINIA WORKFORCE DEVELOPMENT BOARD

JOB DESCRIPTION

Job Title: Career Coach Date: March 2021
Reports To: Program Director Status: Non-Exempt

Basic Function: The Career Coach is responsible for performing programmatic and administrative functions, including case management, to support the Workforce Innovation and Opportunity Act (WIOA) Title I program and other federal, state, and local grants, as applicable. This position will serve eligible individuals who are employed, underemployed, and unemployed through the Title I Adult and Dislocated Worker programs as well as providing career services through other relevant grant programs. These services which are categorized as basic career services, individualized career services, and training services, have a goal of assisting individuals in achieving employment through further education and job placement while complying with federal, state, and local policies and procedures. This position is based permanently out of Covington, Virginia.

Significant Responsibilities:

Performs specific job responsibilities:

- Offer career counseling and other guidance to Title I Adult and Dislocated Worker participants and applicants
- Develop and implement workshops/orientations for individuals needing basic and individualized career services
- Staff the Resource Room, as needed, in the Virginia Career Works Centers to assist customers with basic and individualized career services
- Assist clients in identifying personal goals for education and employment, developing leadership skills and planning career pathways to achieve self-sufficiency
- Develop and monitor an Individual Employment Plan for each Title I Adult and Dislocated Worker participant
- Properly document and determine eligibility for the Title I Adult and Dislocated Worker programs for interested applicants in compliance with federal, state, and local policies and procedures
- Manage electronic and paper files and documentation on each eligible participant and adhere to confidentiality and compliance requirements
- Assist customers with registration in the Virginia Workforce Connection system and the provision of basic career services in the Resource Room
- Successfully complete assessments for Title I Adult and Dislocated Worker participants to gauge interests, aptitudes and basic skills for success
- Assist customers in developing resumes and/or cover letters, applying for employment opportunities, and strategizing for successful job interviews
- Complete monthly and quarterly reports to note key performance outcomes with the programs (i.e. enrollments, activities, outreach, expenditures, etc.)
- Provide program delivery and service activities in accordance with the mission and goals of the Western Virginia Workforce Development Board
- Meet monthly, annual, and quarterly performance outcomes set by federal, state, and local policy
- Accurately and timely document all interactions and services provided to clients within statewide case management system
- Provide accurate labor market information, including training options provided by local and statewide training providers, to assist in the development of the customer's career plan

Job Scope:

- Coordination: coordination of activities with a variety of team members made up of internal and external partners
- Communication: regular communication with supervisor, team members, Board staff and workforce internal and external partners as well as program participants
- Confidentiality: adhere to WIOA Title I confidentiality requirements and maintain highest confidentiality required
- Financial: manage WIOA Title I Adult & Dislocated Worker participant expenditures in accordance with local, state & federal policies and procedures
- Judgement: errors could result in federal and state compliance and financial issues
- Compliance: responsible for knowledge of federal, state, and local policy, with emphasis on legislation put forth by the U.S. Department of Labor Employment and Training Administration

- Travel: potential travel within the eight localities of the Virginia Career Works – Blue Ridge region including the Counties of Alleghany, Botetourt, Craig, Franklin, and Roanoke and the Cities of Covington, Roanoke, and Salem. Possible overnight travel to conferences and workshops within the Commonwealth of Virginia and out-of-state.

Minimum Qualifications Required:

Education/Experience: Bachelor's Degree in human services, public administration, social work or related field, and two years of professional experience in providing client services, such as vocational training or counseling, or a combination of education and employment experience.

Licensure, Certification and/or Registration: None

Other Minimum Qualifications: Knowledge of WIOA Title I programs is preferred.

Essential Skills, Abilities & Knowledge: Knowledge and experience with data entry systems and customer management software; Knowledge of the structure and operation of government and community agencies and private businesses; ability to work independently; ability to manage files; compile & prepare various reports & statements; ability and skills in data entry and database management; ability to administer various tests & assessments; general knowledge of the Workforce Innovation & Opportunity Act, program goals, guidelines and eligibility criteria; ability to forge collaborative relationships with community partners; ability to evaluate client needs using prescribed program methods; demonstrated skill in case management, counseling, assessment and/or file maintenance; ability to multi-task, set priorities, and have high level of organization; exceptional customer service skills; ability to express ideas clearly and concisely, both orally and in writing; ability to consider and weigh a variety of factors in making decisions and recommendations; ability to update and maintain various social media platforms; ability to establish and maintain a good working relationship with clients, public and private agencies, and the employer community; the ability to compile data and make reports; working knowledge of basic computer programs.

Working Conditions: This is a partially sedentary job with requires sight sufficient for significant reading, keyboarding/computer use, and requires an individual with hearing sufficient for extensive direct and/or telephone contact with a wide scope of workforce agencies and individuals. Responsibilities require an individual to be physically mobile to attend meetings in multiple locations. Possible regular travel to meetings within and outside the eight localities in the Virginia Career Works – Blue Ridge Region. The nature of this position and the personal interactions involved require that an individual possess significant and persuasive interactive communication skills. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.

This job description is only meant to be a representative summary of the major responsibilities and accountabilities performed by incumbents of this job. The incumbents may be requested to perform job-related tasks other than those stated in this description.

The Western Virginia Workforce Development Board is an Equal Opportunity Employer/Program. Auxiliary aides and services available upon request to individuals with disabilities. Interpreters available upon request. TDD-VA Relay: 711. Morgan Romeo | EO Officer | mromeo@vcwblueridge.com | 540-562-8442