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online at: <https://www.jvs-boston.org/careers-at-jvs/>

Position: *Career Coach*
Position Class: *Learned Professional*
Reports to: *Lead Career Navigator of CareerPath Now*

Salary Grade: *3*
Supervises: *N/A*
FLSA: *Exempt*

JVS is a non-profit, non-sectarian agency. Our mission is to empower individuals from diverse communities to find employment and build careers, and to partner with employers to hire, develop and retain productive workforces.

JVS provides a broad range of services including adult education, skills training, job readiness training, job placement and support, and access to post-secondary education. JVS assists employers in their search for well-qualified job applicants and their initiatives to upgrade the skills of their incumbent workforce.

POSITION SUMMARY:

Under the direction of the Lead Career Coach of CareerPath Now (CPN) and in collaboration with the CPN team, the Career Coach creates individualized plans that place Department of Transitional Assistance (DTA) clients on a path to self-sufficiency and that ensure work-required SNAP and TAFDC recipients are able to meet work requirements to maintain their benefits. Through 1:1 career coaching and small group workshops, the coach supports clients from diverse backgrounds, many of whom face one or more significant barriers to employment, in their efforts to connect with education, job training and employment with an end goal of financial independence. Successful candidates must have exceptional interpersonal and communication skills, experience working with clients from diverse backgrounds facing multiple barriers, strong time management capabilities, a proven ability to teach job search and application skills, an attention to detail, and outstanding record keeping skills, in addition to a strong commitment to the program mission and goals. This position is located at 75 Federal Street, Boston, MA and may involve some travel into local neighborhoods.

ESSENTIAL JOB FUNCTIONS:

Accountability and Results Focused:

- Conduct 1:1 meetings with clients assessing needs through interview, observation, and examination of information.
- Create individualized plans to ensure that each client has a clear path to achieving their education and employment goals while maintaining their DTA benefits.
- Assist clients in goal setting and identifying services leading to education, job training, skills upgrades and employment.
- Connect with clients regularly to support successful implementation of their plan and provide monthly reporting on their behalf to DTA.
- Understand and apply knowledge of internet resources for employment and training opportunities.
- Establish, track and meet program dashboard indicators using database software.
- Facilitate Job Search Lab to assist individuals and groups with computer literacy, mock interviews, resume assistance, job applications, and job search strategies.

Build relationships, collaboration and teamwork:

- Support and promote the mission and philosophy of JVS both internally and outside the agency.
- Function as part of the JVS team to provide high quality employment services.
- Establish relationships with key stakeholders, particularly the DTA, and work collaboratively in a structured and on-going manner.
- Demonstrate knowledge of key principles and best practices of adult training, group facilitation and 1:1 career coaching.
- Interact in a team environment to establish and maintain harmonious working relationships with key stakeholders (participants, colleagues, coworkers, employers, partner organizations, funders, etc.)
- Take proactive actions to serve and refer clients to other JVS programs and opportunities.
- Attend and actively participate in staff meetings and team-based projects.
- Provide assistance to fellow team members when needed.

Administrative/Communication:

- Contact potential/current clients to schedule/confirm appointments using appropriate systems and software.
- As a public facing team member, demonstrate a professional demeanor with strong customer service skills.
- Communicate effectively verbally and in writing with compassion and professionalism.
- Exercise discretion in handling confidential information.
- Participate in meetings, in-service trainings, team-based projects, and committees.
- Communicate regularly with Supervisor to insure smooth delivery of services.
- Perform other duties as assigned or requested.

MINIMUM QUALIFICATIONS AND EXPERIENCE:

- 1-3 years of experience in the mentoring/advising/career coaching/recruiting field with excellent knowledge of career coaching tools and strategies.
- Knowledge of web-based job search resources and techniques.
- Exceptional level of computer/technology proficiency including ability to complete on-line job applications and maintain accurate records of services provided in databases.
- Strong Microsoft Office Suite skills required.
- Ability to work in a multi-cultural environment required.
- Bilingual or second language fluency a plus.

EDUCATION REQUIRED: Associates in related area (Counseling, Human Resources, Psychology, Social Work, or Education) or at least 4 years' experience.

KEY COMPETENCIES:

Accountability and Results focused
Adapting to Change
Building Relationships, Collaboration and Teamwork
Cultural Competency and Respect
Communication Skills
Initiative
Planning/Organizing
Promotes Agency

JOB COMPETENCIES:

Facilitation/Training/Coaching
Applied Technology
Tracking program progress and reporting
Collaboration across departments and agencies

MENTAL DEMANDS:

Reading
Detailed work
Confidentiality
Problem Solving
Verbal and Written communication

Language
Math
Multiple concurrent tasks

PHYSICAL DEMANDS:

Sitting
Speaking

Attendance
Listening

WORKING CONDITIONS:

Frequent meeting with clients and community partners
May be requested to work outside of scheduled hours as defined by the needs of the department.
Will attend occasional off-site meetings with partner organizations in and around the greater Boston area.

JVS CULTURE:

JVS is strongly committed to diversity and a workplace environment that respects, appreciates and values employee differences and similarities. By providing and supporting a work culture that fosters and builds upon diversity and its strengths, JVS will better serve our local communities and continue to provide quality services.