



CHARLOTTE AREA FUND EMPLOYEE JOB DESCRIPTION

Success Coach

Reports To: Program Director

FLSA Status: Non-Exempt

SUMMARY: Provides comprehensive case management services to clients with the goal of obtaining employment readiness outcomes or bettering the client's employment circumstances.

DUTIES AND RESPONSIBILITIES:

- Provides services including Orientation, Intake, and Enrollment activities to agency and federal guidelines.
- Oversees the instruction and coordination of activities for work-readiness trainings.
- Maintains appropriate case load by recruiting clients, conducting intake and needs assessment services, and enrolling them in appropriate activities for the work program and goals established.
- Builds and maintains appropriate relationship with clients, empowering and mentoring to be successful, while maintaining professional boundaries.
- Performs further needs assessments and counseling services to determine the clients' need, developing an Individual Development Plan (IDP) of clients' goals and objectives, and enrolling in activities.
- Refers clients to other service agencies and internal programs as appropriate, following up on referrals, and acts as advocate for clients in obtaining needed services and emergency services.
- Maintains weekly and monthly contact with the clients for the purpose of monitoring progress towards the achievement of goals and objectives.
- Serves as Subject Matter Expert (SME) for specific areas of work program readiness and creates content to educate clients.
- Provides on-going individualized employment counseling and training to enhance the client's employability skills.
- Provides additional one-on one job readiness training as needed after the formal work readiness training.
- Refers clients to other activities as outlined in the work program and needed by individual clients.
- Refers clients to appropriate job opportunities for employment placement, follows up for placement and advancement data at intervals set by the work program.
- Follows up with clients and oversees job search activities, compiles reports based on successful hires.
- Provides job appropriate clothing, tools, transportation and other supportive services as needed by clients for job search and work requirements within budget limitations per the agency's procedures.
- Develops and coordinates activities for Pre-Apprenticeship and Internship trainings.
- Recruits vendors/sites to fit needs, prepares documents, and conducts site visits to monitor client's progress and effectiveness of training.

- Prepares monthly, quarterly, and annual designated program reporting for CSBG Program Manager.
- Follows all agency, state, and federal policies and procedures to ensure compliance.
- Collaborates with all other CAF teammates to meet CSBG workplace initiatives.
- Performs all other duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education and/or Experience** - Bachelor's degree in Psychology, Human Services or similar required, two or more years' experience with a non-profit or educational institution that provides similar training is required.; or equivalent combination of education and experience.
- **Language Skills** – Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to effectively present information to management, public groups, and/or board of directors. Ability to interact clearly and effectively, in both written and oral communication, with supervisor, clients, staff, vendors, etc.
- **Computer Skills** - To perform this job successfully, an individual should be proficient in personal computer skills including electronic mail, record keeping, routine database activity, word processing, spreadsheet, graphics, etc. This role requires an above-average knowledge of Microsoft Office.
- **Other Qualifications** - Valid driver's license, proof of insurance, and reliable transportation are required. Flexibility to work evenings and weekends as needed for community events and meetings.

COMPETENCIES:

- **Communication:** Displays a very quick grasp of the significance of information communicated and nearly always initiates or respond to communications in an appropriate, timely and comprehensive manner. Displays skill in reducing complex information to simple forms and helping others to understand that information. Effectively communicates ideas and thoughts while interacting with colleagues, supervisors, partners and clients.
- **Compassion:** One of the most genuinely caring people in our organization. Extremely compassionate and is thought of as a sensitive and caring person. Extremely empathetic person. Has a great ability to step into someone else's shoes without being judgmental. Never hesitates to go the extra mile to help someone who has a problem. Balances compassion with effective solutions to business needs. Is genuinely happy for others' good times. Identifies with the Goals of CAF and our mission to elevate those disproportionately affected.
- **Interpersonal Skills:** Has a wide network of good working relationships with peers, subordinates, supervisors, customers, clients, and suppliers. Ability to work with a diversified population; builds appropriate rapport, and constructive and effective relationships; uses diplomacy and tact. Can diffuse high-tension situations comfortably. Makes a consistent effort to encourage trust and cooperation.

- **Motivating Others:** Builds energetic and enthusiastic people. Provides the perfect combination of resources, support and empowerment so people feel comfortable pushing their limits. Sets challenging goals that stretch people's skills and drive them toward their full potential. Immediately plugs into what inspires other people and uses it to motivate them. Cultivates a sense of importance in others and helps them feel they are an essential part of the larger organization. Always spotlights the people responsible for big and little successes.
- **Time Management:** Master of time management. Uses objectives to carefully plan, allocate and communicate what needs to be done. Carefully monitors the results of each and every project. Successfully focuses self and others on achieving specific goals by setting concrete and consistent objectives up front. Completely on top of what is going on and knows where things stand. Uses time effectively and efficiently. Ability to effectively prioritize and adapt to changes without affecting the quality of work.

PHYSICAL DEMANDS:

While performing the duties of this job, the individual must be able to remain in a stationary position for at least 50 percent of the time while operating their computer and performing office work. The individual needs to be able to move about inside the office, the community, and other necessary areas. The individual needs to be able to travel from one location to another and transport items, equipment, and others. They constantly operate a computer and other office productivity machinery, such as a calculator, copy machine, fax machine, and computer printer. They must be able to exchange accurate information with customers and others in the office while interacting. The employee must regularly manipulate or move up to 25 pounds, occasionally manipulate or move up to 50 pounds. The individual must be capable of reviewing their work for errors and make adjustments as necessary.

WORK ENVIRONMENT:

While performing the duties of this Job, the individual is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually low to moderate. The individual frequently works in a controlled climate.

Employee Signature: _____ **Date:** _____

Employee Name: _____ **Date:** _____
(Printed)