

Job Title: Workforce Development Resources Coach
Department: Program Operations
Reports To: Component Director
FLSA Status: Non-exempt

FUNDING NOTICE: This position is funded by grants and other agency funds and will require additional responsibilities as directed by the supervisor, department director or COO. This position will be reviewed by March 31st annually to determine funding availability in the new fiscal year beginning July 1st annually.

COVID-19 Notice: This mandate will continue until such time as HRCAP determines that this policy is no longer necessary to protect the health and safety of the HRCAP Community.

WORKING SCHEDULE: This position is designated as essential and will be required to report to the office during inclement weather. The coach will be issued a mobile device to manage day, evening, and weekend programming at various agency sites and access to an agency vehicle. This position will also be responsible for attending early morning, evening, and weekend events as assigned.

SUMMARY

Performs social work, mobility case management and employment services for individuals and families served by the Hampton Roads Community Action Program (HRCAP), a regional Community Action Agency. This position involves serving as a subject matter expert, a coach that will utilize the Whole Family Approach model, counseling and assessing the needs of individuals and families, coordinating the provision of needed services, and maintaining case records (paper and electronic). This position is responsible for cross-training with other agency programs and services to ensure that individuals and families achieve self-sufficiency by providing services and connecting to various Service Provider Network programs and all local Departments of Social Services served by the HRCAP.

DUTIES AND RESPONSIBILITIES AS A WORKFORCE DEVELOPMENT RESOURCES COORDINATOR: include the following.

- Assist with resume development of clients to strengthen volunteer experience, work history, and skill development before, and after intensive counseling.
- Identify employers who hire individuals with background challenges.
- Support and leverage transportation options for clients.
- Create an individualized service plan and portfolio for everyone enrolled in the program.
- Teach soft-skill workshops to prepare individuals for employment.
- Administer pre and post-vocational assessments.
- Manage data entry into the VA Workforce Connection labor exchange database for the Commonwealth and the EmpowOR software for share case management.
- Screen, refer for vocational evaluations as necessary, conduct various assessments, and help each participant identify their career interests and abilities.
- Provide job search services, workshops, counseling, training and employment preparation, and placement services as well as a variety of self-directed online training options.

- Coordinates job fairs, hiring events and seminars for job seekers and the public.
- Coordinates outreach and marketing efforts for the Workforce Program and hiring events.

ADDITIONAL RESPONSIBILITIES include the following. Other duties within the scope of this position may be assigned.

- Manages intense caseload and coordinates internal and external services for assigned families. Assist clients in achieving self-sufficiency; assess needs of households and determines appropriate supportive services; meets with clients regularly, assigns clients to activities aligned with individual and household development plans.
- Determines eligibility for assistance and benefit levels using EmpowOR Client Management System.
- Establishes and monitors individual and household development plan goals through information and assessment of client background.
- Explains nature of temporary assistance benefit programs and determines reason and need for assistance.
- Explains client responsibilities, rights and program availability.
- Evaluates employability status of clients and explores potential Workforce Development Programs.
- Processes intake applications for necessary community resources and diversion.
- Coordinates and participates in out of office visits with family members and other professionals.
- Prepares referrals for families requiring assistance; collaborates with Service Provider Network and other agencies or professionals as needed.
- Maintains current listing community resources in empowOR.
- Prepares and maintains confidential case records and files; documents all interactions with clients by entering data into empowOR Client Management System.
- Prepares and completes various forms, reports, correspondence, case records, client activity reports, service plans, assessment instruments, needs assessments, purchase orders, invoices, applications, funding reports, charts, or other documents.
- Operates several technology tools (desktop, laptop, tablet, cellphone, hotspot, etc.) to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections.
- Utilize MS Office, empowOR Client Management System, e-mail, internet, other computer programs; performs basic maintenance of computer system and office equipment, such as replacing paper, ink, or toner.
- Communicates with supervisor, employees, other departments, clients, family members, companion aides, Newport News Human Services, government agencies, counselors, medical providers, law enforcement personnel, court personnel, attorneys, schools, Service Provider Network, professional

colleagues, the public, and other individuals as needed to coordinate activities, review status of household plans, exchange information, or resolve problems.

- Operates a motor vehicle to conduct work activities.
- Performs general/clerical tasks, which may include answering telephone calls, entering data into computer, typing documents, making copies, sending/receiving faxes, filing documentation, or processing incoming/outgoing mail.
- Cross trained to support agency operations as directed by the supervisor. May be responsible for performing other program duties as the agency receives new programs/grants.
- Performs other related duties as directed by the supervisor.
- Represent the organization in professional, civic, and community groups as requested by the CEO.

SKILLS REQUIRED include the following. Other skills within the scope of this position may be assigned.

- Helps establish performance measures and monitors outputs and outcomes.
- Comprehensive understanding of data systems, including tracking, reporting, monitoring, customer satisfaction, and evaluation.
- Ability to work independently, take initiative and be an effective team member.
- High-level communication and interpersonal skills a must.
- Exceptional time management skills with ability to multitask; ability to work well under pressure, prioritize workload, and meet tight deadlines.

SAFETY RESPONSIBILITIES

Comply with all Federal, State and Local regulatory standards and procedures.

Abide by all HRCAP's Safety Policies, Rules and Regulations; maintain required trainings and certifications for the jobs and equipment to be used; and understand the potential safety hazards in the work area.

Ensure that applicable personal protective equipment is worn, in proper operating condition, and used for each job performed.

INFORMATION PRIVACY AND SECURITY

This position will have access to confidential information and is required to be familiar with the HRCAP's Privacy Policy related to the handling of data and using encryption software to ensure data is secured at all times. Any data breaches are to be reported immediately to the Chief Operating Officer.

EDUCATION and/or EXPERIENCE

- Associate's degree in business, sociology, human services, psychology, or closely related field or four years of documented professional experience. Bachelor's degree preferred.

- At least six months of documented experience with program eligibility evaluation and determination. TANF and AMI experience preferred.
- Industry-recognized credentials (preferred) in Workplace Excellence, North Star Digital Literacy
- Credentials.
- Ability to use multiple software systems to include but not limited to: Office 365, Adobe, Asana, Zoom, Teams.
- Must possess and maintain a valid Virginia driver's license with applicable insurance to be provided when renewal occurs.
- Criminal record check, driving record and credit report may be required for employment
- Adept at networking, building relationships, and community engagement
- Ability to work across the organization to deliver solutions that meet internal and external objectives

CERTIFICATES, LICENSES, REGISTRATIONS

Current state driver's license, proof of current auto insurance coverage, satisfactory driving record and working vehicle required.

PHYSICAL DEMANDS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



Lifting up to 50 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers, and files. Walking and standing are required only occasionally

WORK ENVIRONMENT

There may be some unusual work environment characteristics associated with performing the essential functions of this position in the delivery of services to customers of the agency. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



General office environment with some exposure to extreme atmospheric conditions (temperature, noise, fumes, dust, etc.)

STANDARDS FOR MEASURING PERFORMANCE

The effectiveness of the performance of the Coach will be measured by the following standards:

1. Maintain a caseload of at least 125 individuals across HRCAP service area.
2. At least 75 individuals placed into competitive employment annually.
3. Host a minimum of five training seminars per month.
4. Host a minimum of 15 hiring events annually.
5. Average hourly starting wage at least \$15/per hour.
6. Delivering Workplace Excellence Series classes to communities served by HRCAP.
7. Quality and level of employers and partners support achieved in relation to plan, timeline, and goals.

RECEIPT OF JOB DESCRIPTION

I have received, reviewed and understand this job description. I further understand that I am responsible for satisfactorily performing the essential duties described in the job description. I understand the job functions may be changed from time to time. I will be able to perform the essential functions of this position with or without accommodation. I understand that if I will need an accommodation for this position, I will inform Human Resources and management of my accommodation needs.

Print Name _____

Employee Signature _____ Date _____