



JOB DESCRIPTION

Position: Career Coach – RiSE BJA Jail Project

Reports To: RiSE BJA Program Manager

Positions Supervised: None

BACKGROUND: Founded in 1976, Towards Employment is a non-profit leader in providing innovative solutions to move people out of poverty, into quality jobs and along a career pathway. Towards Employment has gained local and national recognition for achieving excellent outcomes through the hard work of its dedicated staff of 63 and a \$6.2 million annual budget. Towards Employment offers a continuum of support to low-income individuals preparing to enter the workforce or looking to advance from low-wage employment while also fulfilling the staffing needs of local employers.

OVERVIEW: Position is responsible for providing career readiness support prerelease and retention and follow-up support post release to participants as they navigate through the RiSE (Reentry Integrated Services for Employment) program. Career coach serves as the principal facilitator for Career readiness training pre-release. Works closely with the case manager to address any issues pre-release that could interfere with program participation, as well as to ensure that any post-employment issues that could threaten job loss are also addressed. Post release will follow up with the participant and ensure engagement in career pathway services, to include identifying training and/or work experience opportunities that support the participant's career pathway and working with the Staffing Specialist to identify employment opportunities. Provide ongoing retention support and advancement coaching to participants during their training and employment.

RESPONSIBILITIES

1) Pre-Release Facilitation and support

- Act as main facilitator of pre-release group sessions in the corrections facilities or in a virtual setting as requested.
- Work with Training Services to update curriculum for prerelease career readiness. Instruction will be of various career readiness topic areas to include but not limited to soft skills, breaking down barriers to success, stress and anger management, financial literacy, goal setting and time management, developing proper techniques and resources for seeking employment, job application process, resumes and cover letters, interviewing skills, job retention techniques, appropriate behavior on a job and related responsibilities.
- Promote best practices in career readiness training and content. Utilize Adult Learning and Accelerated Learning techniques during workshop instruction
- Use positive communication skills to provide support and encouragement to program participants who are learning to be able to achieve career and life balance
- Work with participants to develop/update job searching documents such as cover letters, resumes, references, and thank you letters.
- Develop a reentry plan with the participant and support the transition into post release services.



Post Release Career Coaching, Retention and Follow up

- Provide one-on-one career guidance and support during job search, interview preparation, and post-interview follow-up, and monitor progress in job-search.
- Create a Personal Career Map with each program participant that includes education, training and work experience needed to attain career goal.
- Work with the Staffing Specialist to facilitate the job matching process which will result in job placement for program graduates.
- Once in permanent employment, maintain relationship with participants to ensure that they are succeeding on career pathway. This includes identifying and addressing potential barriers related to work/life balance, time management, substance use/relapse, criminal activity, schooling, transportation/clothing/housing/childcare issues, using the Case Manager as a resource.
- Ensure proper documentation of employment needed for performance measurement.
- Continue to provide information and referral access to community resources to help participants address identified barriers, which may hinder successful engagement in career pathway services and employment.

Data Entry and Other Duties

- Maintain accurate participant files and records according to program guidelines.
- Input all case notes and service requests within 48 hours of service delivery.
- Maintain performance, attendance, and other necessary records for participants throughout the follow-up phase.
- Active participation with the Career Coach and Training Functional Teams contributing to the achievement of established goals of developed workplan, and recommend, and develop new or improved activities as assigned.
- Document consistently and accurately all participant progress and contact in the Commence computerized case management system.
- Perform all duties as assigned and/or required to achieve outcomes of contract and organization.
- Duties as assigned by Program Manager, and or Senior Manager Community & Reentry.

Qualifications:

- Minimum of a bachelor's degree and 3 years work experience preferred; or equivalent combination of education and or experience.
- Experience in Human Resources, social work, workforce development, or recruitment and staffing preferred.
- Experience working with adults with barriers to employment specifically those who have been involved with the criminal justice system essential.
- Demonstrated experience or ability working with employees and employers to support job retention.
- Excellent written and verbal communication skills.
- Attention to detail, strong organizational, time management and problem-solving skills.
- Must have proficiency with computers, including Microsoft Office; must be proficient in use of databases.
- Strong presentation skills with both small and large groups.
- Must be able to work as part of multiple teams, be flexible and dependable, and



demonstrate initiative and creativity.

- Commitment to Towards Employment mission and values

Work environment

- Work is performed in both an office setting and out in the field. A car is a requirement of this position as it requires travel to worksites and training locations.

Physical Demands

- Must be able to remain in a stationary position 50%.
- Must be able to travel independently to visit correctional facilities, worksites, and training sites in the Greater Cleveland area 50%.

Computer Skills

- Familiarity with Microsoft Office and Google's Platform desired. Proficient with computers, including Word, Excel, Power Point, Publisher, Outlook, and Internet. Experience and knowledgeable with electronic case management tracking systems (databases).

Language Skills

Ability to write routine reports and correspondence. Ability to speak effectively before groups of participants or employees of organization.

Competencies

Success in this position also requires:

- **Continuous Improvement** – Committed to learning, development, assessment, and measurement to continuously improve.
- **Coaching Capacity** – Ability to provide guidance and to support the advancement of others.
- **Team Builder** – Leads others through collaboration, influence, and managerial strength.
- **Social Justice Advocate** – Passionate about promoting racial equity and inclusion at personal, organizational and systems level.