



JOB DESCRIPTION

Job Title: Senior Employment Coach
Reports To: CWF Program Manager
Classification: Full Time / Non-Exempt
Schedule: Monday through Friday/8 hrs between 8am and 6pm (Some weekends and evenings)
Salary Range: \$18.50- \$20.50 / Hourly
Date Released: March 2016

Summary:

The Senior Employment Coach (SEC) coordinates activities to secure job openings and effectively place participants of the Center for Working Families (CWF) program. The SEC markets the program to establish new and enhance existing relationships with employers who will seek employees via the CWF program as their primary resource for job placement. The SEC will work closely with the Workforce Development team/the Career Coaches and other CWF Coaches to prepare participants for jobs while assuring that the employer relations component of the program is achieving its maximum potential. The goal of the SEC is to serve the needs of CWF's participants while ensuring that program outcomes are met and the Job Resource Bank continues to grow.

Essential Duties:

Job Development/Employer Support

1. Develop, coordinate and implement the workforce development program and other CWF employment-related programs
2. Plan and execute policies, procedures and goals while evaluating the overall effectiveness of the program
3. Work closely with the employment team to ensure the job readiness component of the program is achieving its maximum potential and serving the employment needs of the participants, while monitoring program outcomes
4. Develop curriculum and present/assist with coordination of presentations at CWF orientations, workshops or other new CWF projects
5. Initiate and maintain ongoing personal contacts with a variety of business and industry representatives and job placement/training agencies to promote programs for participant placement
6. Make phone calls and/or visits to potential employers to create partnerships that match the CWF participants with skills training and/or education /expand and/or improve current employer relationships and engagement by exploring other opportunities
7. Create and maintain updated log with current employers' partnership information

8. Locate jobs for participants who have successfully completed training programs
9. Collect data from employers related to job orders including job requirements and skills to match with CWF participants
10. Refer qualified applicants to employers and conduct necessary follow-ups both with employers and participants after placement
11. Coordinate the HUF Employer Advisory Board meetings with program management
12. Keep updated regarding job fairs and other resources for the participants
13. Participate in outreach and recruitment activities by coordinating and attending job fairs and Chamber of Commerce meetings
14. Input and track all clients' progress in the Client Database ETO and SAMIS systems
15. Submit periodic and timely reports required to comply with program contracts showing placement activities by wages, industries, job types and other parameters as requested. Check and review all reports for accuracy before they are submitted
16. Coordinate and monitor activities to ensure that contractual obligations are fulfilled and outcomes are met

Program Support

1. Assist participants in assessing their job skills for positions available
2. Provide coaching in all areas related to job readiness training, job preparation and placement (i.e. job retention skills and attitudes)
3. Provide labor market and community resource information
4. Monitor participant performance on the job and counsel participants when job performance is not satisfactory
5. Work with participants to improve job performance and gain necessary job skills or review other employment options.
6. Maintain contact with employers during the participants' employment and report retention and satisfaction results
7. Prepare and collect forms and reports related to placement activities

Communications

1. Provide program information to various businesses, schools, chambers of commerce, committees, and update information as needed
2. Maintain contact with and assist in researching client's problems, complaints or concerns
3. Assist in developing flyers, brochures and other methods to advertise job placement activities
4. Keep current with trends and maintain updated labor market information by researching web sites, attending meetings, maintaining contacts with various trade schools and professional/community organizations that are involved in job placement/training activities

Qualifications and Skills:

1. Bachelor's degree in Business Administration, Economics, Political Science or any business related degree; and a minimum of two years of experience in providing social services and/or job placement/developer services.
2. Ability to work effectively managing multiple tasks and participants in a stress-related environment
3. Excellent organizational, project management, interpersonal and communication skills

4. Ability to operate computer systems and software such as Microsoft Word, Excel, Power Point, Outlook and Internet
5. Fully bilingual (English and Spanish) written and verbal communication skills
6. Knowledge of methods and techniques of job development and client placement; current practices in vocational education and local labor market trends and employment opportunities in both the private and public sectors in the South Florida area

Additional Requirements:

1. Possession of or ability to obtain a valid Florida Driver's License is required.
2. Independent travel is required.

Hispanic Unity of Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read my job description and understand my responsibilities.

Employee's Signature _____

Date _____

Supervisor's Signature and Title _____ Date _____

"This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice".