



**JOB TITLE: Career Coach**

**LOCATION:** Chicago (Midway Airport Area)

**REPORTS TO:** Workforce Development Manager

PODER is an immigrant integration center that prepares Spanish-speaking adult immigrants to seize opportunities in Chicago through integrated, tuition-free English education and job training programs. PODER's professional, disciplined approach ensures all students learn to understand and communicate in English to navigate daily life with confidence. Through workforce development initiatives, including our innovative Prima- 1 call center + staffing solutions company, candidates gain marketable job skills and certifications to prepare them for successful placements within Chicago's mainstream job market. PODER's supportive, professional environment empowers Spanish-speaking adults to build successful new lives in the United States.

**POSITION PURPOSE:**

PODER's career coach will provide job counseling and career pathway support services to current PODER students and other area residents. One-on-one phone calls or virtual meetings will be used to provide information and guidance about workforce development training opportunities while assessing need for other support services. These may include public assistance, housing services, financial counseling, legal support and career coach will make appropriate referrals when necessary.

Utilizing a strength-based coaching framework, individual meetings will focus on identifying the specific barriers facing each resident and developing individualized career plans to overcome each challenge. Work will be conducted remotely in the short-term and ultimately will take place offsite at one or more of PODER's community partner organizations. The career coach reports to the Workforce Development Manager.

**ESSENTIAL ACCOUNTABILITIES:**

Career Counseling (80%):

- Provide 1:1 counseling to assist clients in achieving employment goals. These will include career exploration and decision-making, developing job readiness skills, assistance with job placement including job search strategies and other identified employment needs
- Develop rapport and trust with clients while recording employment history, educational background, career goals, etc. using the Employability Assessment Model (suitability assessment for assisted service) and documenting any barriers to employment
- Assess need for additional assistance supports such as rehabilitation, public assistance, financial support or housing services and/or further vocational training, and make appropriate referrals
- Assist clients in creation and subsequent monitoring of an individualized Client Action Plan
- Assist clients with resume and cover letter writing, interview preparation, and employer communications (pre- and post-interview)
- Create, implement, and offer job readiness workshops (job search strategies, writing resumes and preparing for job interviews, exploring career paths, continuing education, etc.)

- Assist clients in the use of resources and technology for job search activities
- Collect labor market information for clients regarding job openings, entry level skill requirements, and other occupational information
- Conduct exit interviews and collect client evaluation of program experience
- Conduct outcome tracking including individual impact stories and successes of placed job candidates
- Maintain file case notes and appropriate documentation about client progress
- Utilize formal referral networks, primarily through Now Pow (training to be provided), to workforce development training providers, educational institutions and CBOs to seamlessly connect individuals to a holistic range of services to advance economic equity and upward mobility
- Determine eligibility and administer a mini-scholarship application to clients in need to ameliorate barriers facing them, pending approval of submission
- Maintain contact with all clients placed in workforce development programs and jobs to provide continuing supplemental case management support and document wage/benefit gains

#### Outreach and Job Development (20%)

- Conduct outreach in coordination with our community relations manager to raise awareness of PODER's workforce development programs in the community and identify individuals to enroll
- Engage with employers to receive input and modifications to training while building a network of businesses to ultimately provide clients with job opportunities
- Relationship development with local social service agencies that have complementary services to PODER
- Check-in at regular intervals with employers to assess quality and success of referrals
- Liaise with job development services, government contacts, and other community service providers on mutual clients as needed to facilitate client progress

#### **KNOWLEDGE, SKILLS, and ABILITIES:**

- Bilingual Spanish/English
- Self-motivator with excellent organizational skills and attention to detail
- Excellent time management skills with a proven ability to meet deadlines in a remote work environment
- Proficient with database management & Microsoft Office Suite or related software

#### **LEADERSHIP and COMMUNICATION SKILLS:**

- Ability to prioritize tasks and to delegate when appropriate
- Ability to act with integrity, professionalism, and confidentiality
- Excellent interpersonal and conflict resolution skills
- Excellent verbal and written communication skills

#### **PHYSICAL REQUIREMENTS**

- Prolonged periods of sitting at a desk and working on a computer

#### **EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS:**

- At least 3 years of experience in case management, social work, or counseling within workforce development programs (preferred)
- Strong understanding of the Latino immigrant population in Chicago

- Understanding of strength-based, holistic approach to coaching and a passion to help others achieve upward mobility and *salir adelante*

Salary commensurate with experience. Benefit package includes health insurance subsidy and Simple 401(k) company match. Generous holiday schedule and flexible accrued PTO for vacation, personal and sick days.

PODER is an equal opportunity employer.