



JOB DESCRIPTION

Job Title: Career Coach	Department: Adult Basic Education
Reports to: Compliance and Program Manager	Job status: Exempt

JOB SUMMARY

The adult education career coach is responsible for assisting adult education students with their employment needs. This includes helping students identify job opportunities they are interested in pursuing, collaborating with workforce system partners to develop career pathways and workforce development incentives, and helping the adult education program incorporate workforce preparation activities into instruction. The coach also works with students to ensure they are progressing through the program, completing benchmarks, and transitioning to postsecondary/training or job opportunities.

This individual should model Christian values and ethics. To be effective in this position, one must be caring, empathic, conscientious, confidential, culturally-sensitive, and client-centered. This individual should adhere to professional standards as outlined by rules and regulations governing their profession.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Discuss students' academic and career goals with them, and provide them with career advice both in person and using various media tools (e.g., telephone, video conference, social media, texting, etc.).
- Assist students with exploring the career opportunities available to them (specifically in their local area), the employers in the area, and the training programs and educational competencies needed to be employable for a given opportunity.
- Work with students and their instructors to develop a learning plan that identifies the student's current skill levels, the skill levels they need to meet their academic and career goals, and the instruction and training required to fill the skills gaps.
- Assist students to improve their employability by helping them enhance their "soft skills" and assisting with resumes and job applications.
- Encourage students to complete adult education program benchmarks and transition to work or postsecondary/training, and maintain regular communication with students regarding their class attendance, workforce preparedness, job searching, and general progress in the program.
- Assist adult education instructors to incorporate workforce preparation activities into instruction, and to provide instruction contextualized with career readiness and specific career pathways where possible
- Collaborate with the local American Job Centers staff to ensure alignment of information and services between adult education and the workforce programs.
- Coordinate processes for student co-enrollment, referrals, and transitions between the adult education program and workforce partners and supportive service providers, including government and community-based organizations.
- Coordinate opportunities for students to dual-enroll in postsecondary education or training programs, and ensure students take advantage of these opportunities.

- Collaborate with workforce partners to develop career pathways and workforce development initiatives (i.e., determining in-demand jobs in the area and designing education-training models that lead to those jobs), including certification programs, integrated education and training programs, and pre- apprenticeships.
- Work with local employers to develop opportunities for adult education services to be provided at the workplace.
- Promote adult education programs in the community and help businesses, workforce agencies, and other educational organizations understand the benefits of adult education as a critical part of the training and employment pipeline.
- Maintain working knowledge of the local workforce development plans and labor market information data for the area, WIOA and American Job Center services offered, in-demand occupations and employers, training providers, and job fairs.

General Operations

- Demonstrate strong work ethic.
- Provide relevant documentation, reports, correspondence and statistical information as needed.
- Coordinate with post-secondary admission specialists, financial advisors and counselors.
- Participate in ABE team projects.
- Promote positive communication and teamwork.
- Perform basic office tasks such as filing, data entry, answering phones, etc.
- Handle communication with clients and vendors via phone, email and in-person.
- Other duties as assigned.

EDUCATION & RELATED WORK EXPERIENCE

Education Level:

- High School Diploma or High School Equivalency required
- Bachelor's degree preferred and/or combination of education and experience

Years of Related Work Experience:

2-3 Years related experience, and/or experience in an education environment working with students and/or adults preferred.

Proof of Education, Training and/or Experience will be required

REQUIRED SKILLS AND KNOWLEDGE		
	REQUIRED	PREFERRED
Experience in Adult Education		X
A strong command of computer skills (G-Suite, Google Classroom, Zoom, Microsoft Word, X Excel and PowerPoint)	X	
Current, valid Driver's License	X	
Excellent interpersonal skills demonstrating an ability to establish a positive relationship with staff, board, community volunteers, donors, etc.	X	
Knowledge and/or experience of Title I, II and III programs		X
Strong written and verbal communication skills	X	
Clear understanding of the WIOA, in particular with TN Department of Labor and Workforce Development division of Adult Education		X
Comprehension of TN Reconnect, TN Promise and FAFSA		X
Knowledge of local post-secondary institutions qualifications		X
Strong organizational and time management skills	X	
Excellent interpersonal skills demonstrating an ability to establish a positive relationship with X staff, board, community volunteers, donors, etc.	X	
Must be able to answer multiple demands from multiple directions simultaneously without expressing frustration	X	
Deal with confidential information on a daily basis and must respect the nature of the data	X	
Skill in operation of general office equipment (fax, copier, scanner, multi-line phone system, etc.	X	
Flexible and adaptable in various situations and environments	X	
Able to travel to satellite locations	X	
Speed of Closure-Ability to quickly make sense of, combine, and organize information	X	
Must demonstrate the positive attributes of a team member	X	
Participate in local and state activities and professional development	X	

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS
Able to Remain in a stationary position, often standing or sitting for prolonged periods. Able to work with distracting noise levels, such as from students and office equipment.

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. HopeWorks may change the specific job duties with or without prior notice based on the needs of the organization.

ACKNOWLEDGEMENTS

Creation Date: January 6, 2022

Revision Date:

Supervisor: I have approved this job description and reviewed with my employee.

Signature:

Date:

Employee: I have reviewed this job description with my supervisor and acknowledge receipt.

Signature:

Date:

Human Resources:

Signature:

Date: