

**Urban League Twin Cities
Job Description**

Job Title: Job Coach-Workforce	FLSA: Exempt	Salary: \$48k-\$55k
Intersection: Workforce Solutions	Program/Dept: Workforce Programs	
Reports to: Workforce Director	Number of Direct Reports: 0	

Position Objective:

The Workforce Job Coach reports to the Workforce Director and is primarily responsible for day-to-day activities and functions of the program. The Workforce Job Coach works directly with program clients to ensure the clients benefit from our programming and resources and to meet program and client objectives, and workforce goals. The Job coach organizes, plans and implements various programs and activities to ensure clients work plan, goals to assure the files are accurate, complete and in compliance.

Major Job Functions & Responsibilities:

The Job Coach is responsible for delivering client services, developing client workplans using SMART Goals.

The primary duties include:

- Organizing daily activities based on program, Workforce goals.
- Document all work and case notes in files and on Client management systems
- Developing sustainable client goals
- Attending community events on both sides of the river including tabling, panels, and speaking engagements to promote agency programs and presence in the communities we serve.
- Monitoring projects/programs and managing Workforce staff to ensure goals are met
- Working with the Workforce manager to inform of clients' progress and communicate any concerns or opportunities that have been identified,
- Prepare or assist in the preparation of requests for information from manager, director or CEO.
- Create and administer digital literacy course, content for Microsoft Office Suite

Required Knowledge, Skills & Abilities:

- High level of client and file management, both paper and digital .
- Ability to schedule and manage tasks effectively
- Conflict resolution and problem-solving skills
- Written and verbal communication skills
- Teamwork and motivational skills
- Ability to coordinate with professionals from different backgrounds, working with other agencies to meet or exceed expectations for ULTC and our program partners
- Ability to create and deliver presentations about elements of Workforce

Qualifications:

- GCDF certification strongly preferred (Global Career Development Facilitator)
- BS/BA degree in related field preferred
- Minimum of 1 years' experience in workforce or equivalent experiences client case management.
- Demonstrated knowledge of workforce initiatives and resources
- Excellent organizational skills with an ability to prioritize and complete multiple tasks meeting deadlines, and to respond to changing priorities, is essential.
- Proficiency in Microsoft Office as well as Client Management systems.

- Excellent interpersonal skills is essential
- Prior Workforce one (WF1) experience or ability to learn the WF1 client management system within 30 days is desired.
- Microsoft Office Suite Certification, or willing to obtain within 6 months.
- Must have Valid Driver's License and Valid Auto insurance.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

I have read and understand the job responsibilities and standards for my position

Print Employee Name

Employee Signature

Date

Supervisor Signature

Date