

Paxen Learning Corporation

Job Description

for

Career Coach

Overview

The Career Coach is responsible for providing comprehensive services and information that enable returning veterans to take an active role in their job search and career decisions. He/she collaborates with veterans to identify, define, and establish individual career goals; acts as an aid to veterans by assisting them with the development of a career plan that identifies work related strengths and professional interests, while integrating the skills and experience obtained through military service. The position monitors community employment programs and fosters relationships with employers to secure opportunities for veterans.

Essential Duties

1. The Career Coach interviews, either in-person or by telephone as appropriate, veterans to obtain information on their employment history and educational background; administers and interprets tests designed to determine the interests, aptitudes, and abilities of veterans; assists with identifying barriers to employment, such as the need for additional rehabilitation, financial aid and/or further vocational training, and helps participants to overcome obstacles as needed.
2. The position is responsible for conducting participant intake and orientation in accordance with organizational and program guidelines and standards. He/she serves as liaison to other community-based organizations to promote visibility of the program to ensure ongoing referrals and effective utilization of services and to meet program contract, enrollment and outcome goals.
3. The position provides guidance and counseling to veterans who are undecided about their career opportunities and assists in the selection of course work to support their career and academic goals.
4. The Coach provides or facilitates individual and group career counseling regarding such matters as job readiness skills, job search strategies, the use of technology for job search activities, writing résumés and interview preparation. When appropriate needed, the Coach will provide hands on assistance with resumes, cover letters, etc.
5. The position is responsible for acquiring, maintaining, and disseminating information regarding career fields and employment opportunities. He/she identifies current and prospective staffing requirements for local businesses and organizations and provides information regarding employment opportunities, both general and industry specific, for full-time, part-time, internship and work-study opportunities. As required, this information may be provided via internet through the use of webinars, websites, portals and the use of online curriculum.
6. The Coach works with the employer to determine the requisite skills and then reviews participant assessments to determine potential applicants for available positions. Once potential candidates are identified, the Career Coach may work with the employer to schedule interviews with qualified candidates

and assists candidates with preparation for the interview. He/she follows-up post interview to assess the quality and success of the referral.

7. The position provides support and monitors clients as they progress through the program. The Career Coach checks with participants at appropriate intervals to assess progress and record outcomes; conducts exit interviews and collects participant evaluations regarding the program experience; provides newly employed participants with information about maintaining a job, advancing within an organization, or dealing with dissatisfaction on the job. In addition, he/she is responsible for the timely, accurate completion of case notes and general file maintenance.

8. The Career Coach maintains strong ties with local and/or regional labor markets, businesses and industries; she/he develops and maintains a current and comprehensive occupational library including information on careers and career clusters, employment prospects and trends and employment requirements and opportunities. The Coach collects labor market information regarding skill requirements for positions and prepares and post employment notices of available employment opportunities.

Qualifications

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this position. The requirements listed below are representative of the knowledge, skill, and/or ability required to perform the position in a satisfactory manner. Coachville certification strongly preferred.

1. Bachelor's degree or a minimum of two (2) years' experience for each year of higher education in career counseling or guidance; employer recruiting and placement; job matching; job search skill development; or business development activity related to government procurement and sales.
2. Ability to assist in the development and management of a variety of job placement and career guidance services; capable of offering coaching, counseling, and mentoring support to participants from diverse backgrounds with varying levels of education and skills.
3. Exceptional oral, written and interpersonal communication skills with the ability to apply common sense to carry out instructions and instruct others, interpret documents, understand procedures, write reports and correspondence, speak clearly to members and employees.
4. Strong process orientation: Detail oriented, logical, and methodological approach to problem solving. Ability to read, analyze and interpret general business periodicals, professional journals, and technical procedures. Ability to deal with complex problems involving multiple facets and variables in non-standardized situations.
5. Experience or training in delivering employment and training services; knowledge of methods and techniques of registering, interviewing and placement of participants;
6. Familiarity with a variety of occupations and industries, including a broad knowledge of skills, abilities and personal qualifications needed for jobs in the assigned area labor markets; the ability to analyze community employment opportunities; and knowledge of the community resources available to increase the employability of job seekers.
7. Excellent organization and time management skills and the ability to provide leadership, supervision

and training using positive supervisory techniques to ensure maximum productivity; demonstrated ability in organization and delegation skills. Ability to work with no supervision while performing duties.

8. Professional in interactions with co-workers, participants, funding sources, the community and in appearance; the incumbent refrains from any conduct that would negatively impact the program or Paxen's reputation.

9. Demonstrated ability in strategic planning, decisiveness, sound business judgment, flexibility, analytical thinking and people management skills.

10. Analytical ability is required to gather and summarize data for reports, find solutions to various administrative problems and prioritize work. The position requires continual attention to detail; strong process orientation; logical and methodological approach to problem solving.

11. Proficiency in Microsoft Office. Must have ability to navigate and train others in the navigation of the Internet; especially websites, portals, webinars and the use of online training tools.

12. Current driver's license and a vehicle with appropriate insurance coverage may be required.

13. Successful completion of criminal background and drug screen are required.