



SKILLS . JOBS . CAREERS

## **Jewish Vocational Service Partnerships for Careers and Learning**

**Position:** *Career Coach (2 positions available)*

**Position Class:** *Learned Professional*

**Reports to:** *Manager Refugee Services*

**Salary Grade:** *3*

**Supervises:** *N/A*

**FLSA:** *Exempt*

JVS is a non-profit, non-sectarian agency. Our mission is to empower individuals from diverse communities to find employment and build careers, and to partner with employers to hire, develop and retain productive workforces.

JVS provides a broad range of services including adult education, skills training, job readiness training, job placement and support, and access to post-secondary education. JVS assists employers in their search for well-qualified job applicants and their initiatives to upgrade the skills of their incumbent workforce.

### **POSITION SUMMARY:**

**There are two Career Coach positions available, one of which it is highly preferred that the candidate be bilingual in Haitian Creole and English.** The **Career Coach** is responsible to develop strong job leads, provide high quality career counseling, training, and job placement assistance to designated job seekers. The Career Coach initiates and sustains collaborative working relationships with a variety of businesses in the greater Boston area. This individual must have a strong knowledge about issues related to individuals with significant barriers to employment as well as experience working with people from diverse backgrounds.

### **ESSENTIAL JOB FUNCTIONS:**

#### **Accountability and Results Focused:**

- Assist program participants in initial goal setting, career planning and educational services leading to job placement, skills upgrades and career advancement
- Assist program participants in both one-on-one and group settings in job search-related activities.
- Escort participants to job interviews and facilitate interview and hiring process, as needed.
- Actively develop new and maintain existing employer relationships.
- Provide post-placement services including follow-up with job-seeker and employer.
- Establish, track and meet program dashboard indicators (enrollments, placements, retention, etc.)

#### **Build relationships, collaboration and teamwork:**

- Support and promote the mission and philosophy of JVS both internally and outside the agency.
- Establish and maintain relationships with key stakeholders (participants, employers, partner organizations, funders, etc.)
- Work as part of a team, sharing job leads and collaborating on workshops, classes, group interviews and any other tasks as needed.
- Attend and actively participate in staff meetings and team-based projects.
- Provide assistance to fellow team members when needed.

#### **Administrative/Communication:**

- Organize and maintain files and records.
- Prepare reports as necessary.
- Communicate regularly with Supervisor to insure smooth delivery of services.

- Complete program summary reports for employers, funders, JVS leadership and other stakeholders
- Maintain accurate, up-to-date information in all databases.
- Perform other duties as assigned or requested.

**MINIMUM QUALIFICATIONS AND EXPERIENCE:**

1-3 years of experience in workforce development or related field required.  
 1-3 years of experience in working with individuals with barriers to employment strongly desired.  
 Experience in marketing and outreach desired.  
 Bilingual proficiency in Haitian Creole and English strongly preferred.  
 Familiarity with career ladders and professional advancement preferred.  
 Knowledge of community resources and web-based resources preferred.  
 Strong Microsoft Office Suite skills required.

**EDUCATION REQUIRED:** BA/BS in Human Services, Business Administration or related field.

**KEY COMPETENCIES:**

Accountability and Results focused  
 Adapting to Change  
 Building Relationships, Collaboration and Teamwork  
 Cultural Competency and Respect  
 Communication Skills  
 Initiative  
 Planning/Organizing  
 Promotes Agency

**JOB COMPETENCIES:**

Job Development/Employer relationship building  
 Job Placement  
 Removing Barriers to Employment  
 Tracking program progress and reporting  
 Collaboration across departments and agencies

**MENTAL DEMANDS:**

Reading  
 Detailed work  
 Confidentiality  
 Problem Solving  
 Verbal and Written communication

Language  
 Math  
 Multiple concurrent tasks

**PHYSICAL DEMANDS:**

Sitting  
 Speaking  
 Attendance  
 Listening

**WORKING CONDITIONS:**

Frequent meeting with clients and employers  
 May be requested to work outside of scheduled hours as defined by the needs of the department  
 Frequent travel by public transportation to employer locations  
 Will attend occasional off-site meetings with partner organizations in and around the greater Boston area

**JVS CULTURE:** JVS is strongly committed to diversity and a workplace environment that respects, appreciates and values employee differences and similarities. By providing and supporting a work culture that fosters and builds upon diversity and its strengths, JVS will better serve our local communities and continue to provide quality services.

JVS is an employment at-will organization and an equal opportunity employer committed to maintaining a work and learning environment free from discrimination on the basis of sex, race, color, religion, national origin, pregnancy, gender identity, sexual orientation, marital/civil union status, ancestry, place of birth, age, citizenship

status, veteran status, political affiliation, genetic information or disability, as defined and required by state and federal laws. Additionally, JVS prohibits retaliation against an applicant or employee because he or she has engaged in protected activity under the statutes prohibiting discrimination in the workplace.