

Human Resources

EXTERNAL POSITION OPEN*Grand Rapids Community College is committed to a diverse and inclusive work and learning environment.*

Date: 10/20/2015
 Title: **Career Coach WIOA - Workforce Innovation Opportunity Act (WIOA) Grant- Professional Services: No Benefit (Contingency)**
 Position Number: 641
 Schedule: 20 hours per week until 6/30/2016
 Must be able to work morning, evening and Saturdays
 Compensation: \$20.00 per hour
 Reports to: Associate Dean of Academic Outreach
 Posting closing date: Until filled

SUMMARY:

This position serves as a vital link for program participants to link to education and training activities that will lead to sustainable employment. This position will interact with community agencies and employers to ensure participants understand the knowledge, skills and abilities necessary for their career choices. The Career Coach is expected to keep up with WIOA changes, develop and maintain innovative career programming that achieves the highest standards in employment practices.

ESSENTIAL JOB FUNCTIONS

- Provide educational information and opportunities to WIOA Grant participants.
- Provide formal learning opportunities, which includes but is not limited to:
 - The development of a customized adult learning plan for each participant.
 - A determination of participant's career guidance and job readiness suitability for the type of training need.
 - Conduct intake and assessment to determine participants' referral to programs.
 - Facilitate group work in workshop and small group formats.
- Provide case management services, including:
 - Assist with individual assessment placement, such as CASAS, WorkKeys, ACT WorkKeys Talent and Fit, Accuplacer and other assessments etc.
 - Collaborate with partners to help identify and address learning barriers.
 - Providing/advocacy.
 - Providing exit assessment for the purpose of referral to appropriate agencies or departments.
 - Track grant participants who have been referred to other agencies or departments.
 - Administering participant support services system.
 - Document and maintain individual WIOA participant files and hard copies.
 - Developing employment leads/placements with Prosperity Region 4 partners.
 - Re-engaging clients who may be approaching noncompliance status.
 - Maintaining participant reporting/reconciliation.

- Monitoring overall participant performance in WIOA activities.
- Monitoring/coordinating follow-up with education and job training retention with WIOA participants on a monthly basis.
- Coordinate and monitor participants attendance with instructors and data entry staff.
- Coordinate efforts to ensure each WIOA participant has a work portfolio when he/she exits the program.
- Provide monitoring/follow-up of participants by obtaining employment and/or attendance verifications.
- Attend meetings as required.
- Stay up to date with WIOA requirements.
- Other duties as assigned.

MARGINAL JOB FUNCTIONS

- Project a professional image including punctuality, dependability and good attendance records
- Excellent organizational skills, ability to multi-task, prioritize and complete tasks in a timely manner.
- Willingness and ability to learn the college-wide system.
- Demonstrated computer skills, Microsoft Office

JOB SPECIFICATIONS

Education:

- Bachelor's degree or higher. Preferred degree in counseling or social work, and or licensed as an LLP, LPC or MSW.

Experience:

- Bi-lingual Spanish preferred. Proficient verbal and written communications in English and Spanish.
- Proven work experience as a career coach or advisor serving adults with diverse backgrounds and barriers.
- Prior recruitment staffing agency, employment counseling or job development experience.

Skills:

- Computer skills using common office software, and Internet.
- Knowledge with using as CASAS, WorkKeys, ACT WorkKeys Talent and Fit, and/or Accuplacer Assessments.
- Knowledge of the demand-driven approach to employment services, job development strategies and labor market trends in a range of occupational fields (professional, skilled and industrial).
- Proven communication and organizational skills that contribute to a quality work environment as part of a team.
- Ability to motivate participants toward full-time employment.
- Ability to motivate participants toward retention of employment.
- Ability to motivate participants to obtain their set goals.
- Ability to work cooperatively and harmoniously with program and college staff, students, and community.
- Demonstrated ability in working in a cross-functional team and a collaborative learning centered environment.
- Ability to organize work, handle multiple tasks, and meet timelines in a multi-project environment
- Must be self-motivated with the ability to work independently with minimal supervision.

- High level of energy, enthusiasm and the ability to be innovative and creative
- Excellent organizational, problem solving, and good reasoning skills.
- Proven initiative and ability to follow through on multiple projects in a timely manner.

Mental Demands:

- Ability to handle pressure situations in a professional manner
- Possess mature judgment
- Ability to learn and react quickly, make decision and execute them expeditiously

Physical Demands:

- Ability to lift and move up to 25 pounds
- Ability to sit for extended periods of time

Working Conditions:

- Ability to work in a high traffic, indoor environment
- Ability to work in busy office with frequent interruptions
- Must be able to work flexible hours as needed

Method of Application:

Grand Rapids Community College is only accepting online applications for this position. To apply for this position, please visit our website at <https://www.grcc.edu/jobs>. Submit a cover letter and resume in one document. The opportunity to apply for this position will close until filled. Individuals with diverse backgrounds are encouraged to apply. Grand Rapids Community College is an equal opportunity employer.

Grand Rapids Community College creates an inclusive learning and working environment that recognizes the value and dignity of each person. It is the policy and practice of GRCC to provide equal educational and employment opportunities regardless of age, race, color, religion, marital status, sex/gender, pregnancy, sexual orientation, gender identity, gender expression, height, weight, national origin, disability, political affiliation, familial status, veteran status or genetics in all programs, activities, services, employment and advancement including admissions to, access to, treatment in, or compensation in employment as required by state and federal law. GRCC is committed to reviewing all aspects of GRCC programs, activities, services and employment, including recruitment, selection, retention and promotion to identify and eliminate barriers in order to prevent discrimination on the basis of the listed protected characteristics. The college will not tolerate any form of retaliation against any person for bringing charges of discrimination or participating in an investigation. Further information may be obtained from the EEO Office or the Office of General Counsel, 143 Bostwick Avenue NE, Grand Rapids, MI 49503-3295.

