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<b>Job Title</b>	Career Coach
<b>PVN ID</b>	HO-1911-003377
<b>Category</b>	Instruction and Social Service
<b>Location</b>	HOSTOS C. C.
<b>Department</b>	Continuing Education and Workforce Devel
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$50,000.00 - \$55,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Jan 06, 2020 (Or Until Filled)

## General Description

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The Hostos Community College Division of Continuing Education and Workforce Development offers educational, career, and personal development opportunities designed to address the needs of the South Bronx, Bronx, and Upper Manhattan Communities. Hostos seeks a full-time Career Coach with strong administrative and case management skills to support a food services industry contract-based initiative funded by the Workforce Development Corporation (WDC).

Under the supervision of the Assistant Director to the Division of Continuing Education and Workforce Development, the Career Coach will work closely with the WDC, employers, instructors, students and supportive services both within the college and/or external community-based organizations. He/she will develop strong working relationships with training program participants from the beginning of the process, throughout the training, and after completion. He/she will serve as the main point of contact in providing students with a comprehensive array of services such as general case management, monitoring attendance and providing attendance outreach, responding promptly to instructors' concerns, meeting with students to engage in collaborative problem-solving to address barriers to success, and serving as an advocate.

## Other Duties

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Under the supervision of the Assistant Director, the Career Coach will be responsible for ensuring that projected training completion rates are met, by fulfilling the following duties:

- Work closely with WDC, Workforce1, and employer partners to recruit and assess candidates for program eligibility;
- Serve as the primary point of contact for all interested program applicants;
- Ensure that students receive appropriate employment-related services from the Workforce1 system and

employers;

- Work closely with WDC to develop training plans and processes, including but not limited to, recruitment plans and strategies to connect students to employment services; coordinate with WDC and Workforce1 Career Center to schedule job readiness events for students;
- Liaise with employer partners identified by WDC, including coordinating class and site visits, as necessary;
- Provide general case management to students in order to help them overcome barriers to success in training and employment;
- Connect students to resources in the community that will help them to be successful in training and employment, including connecting them to the case manager at Workforce1, when appropriate;
- Support the Project Coordinator to work closely with employer partners to assist with, coordinate and ensure the timely completion of all paperwork related to their on-the-job training, before the end of the training portion of the program, including HR paperwork, and any other requirements;
- Assist students and employers in scheduling on-the-job training hours;
- Support the students during their training through individual and/or group sessions where students can reflect on their experience;
- Track attendance and performance throughout the training and work with students to troubleshoot any problems that arise;
- Troubleshoot any conflicts that arise between students and employer partners during on-the-job training;
- Support students in building resumes and interviewing with employer partners
- Facilitate and coordinate students sitting for the New York City Food Handlers License certification exams
- Communicate professionally via telephone, email, and in-person with applicants and partners;
- Manage and report compliance data including student attendance reports, student attrition rates, completion data, and pass rates;
- Ensure that all students have updated, occupation aligned resumes;
- Collect pay stubs for training programs during the first 8 weeks of the program;
- Compile and submit program attendance sheets
- Complete related tasks as requested by the Assistant Director and/or WDC

#### **OTHER DUTIES:**

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- Meet regularly with training instructors and social worker/case manager to ensure that any participant issues that may impact training completion are discovered and addressed in a timely manner.
- Assess participant needs related to job readiness and job placement assistance so that appropriate connections can be established with on or off campus resources and/or Workforce1..
- Collaborate ongoing service coordination; collaborate with WDC to share relevant data on all aspects for the program including recruitment and selection, training and post training.

#### **EQUIREMENTS:**

Monday through Friday, 9:00am-5:00pm, some flexibility needed to match student schedules. Must be able to travel to multiple sites some days, as necessary.

# Qualifications

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## **Core Competencies**

- Ability to work independently and collaboratively in a demanding and complex work environment, to carry out complex assignments in a timely manner; and to adapt to changing situations and priorities;
- Demonstrated interest in working with under-served populations;
- Possess excellent interpersonal, communication, organizational, time-management skills, as well as strong work ethic and commitment to success;
- Ability to analyze data for continuous program improvement;
- Computer skills should include MS Office suite (Word, Excel, Access, PowerPoint);
- Ability to keep all matters related to participant confidential;
- Ability to communicate effectively by conveying simple to complex concepts/processes to students, staff, or other stakeholders as well as listen and respond to concerns/ideas of others. Participate in meetings;
- Ability to respond calmly to emergencies and to fashion solutions for student, administrative, or technical problems; ability to seek assistance when needed;
- Is consistently at work/meetings/appointments and on time; ensuring work responsibilities are covered when absent. Completes work within established deadlines.

## **Minimum Education/Experience Required**

- We are seeking a professional who has a minimum of 2 years of experience working in education and training, case management or related work in workforce development; OR
- A Bachelor degree in a directly related field of study from an accredited institution, an appropriate certification or specialization, and one (1) year experience performing responsible related work; AND possession of the core competencies determined to be required at the time of hire.