

Britepaths
JOB DESCRIPTION - 2018

Position Title: Workforce Coordinator
Title of Immediate Supervisor: Programs Director
Job Status: Hourly, 30 hrs/wk
Job Location: Fairfax, VA

Qualifications and Experience:

Bachelor's Degree required, preferably in human services field. Counseling/Coaching experience preferred. Workforce Development training and experience preferred. Demonstrated leadership experience required. Must have own transportation and willing to work evenings and weekends. Must be able to work independently, have strong attention to detail, organized and goal oriented. Must enjoy working with people and networking. Must have excellent oral and written skills.

Duties and Responsibilities

The Workforce Coordinator will manage 2 programs, Project BRIDGE and 3 Cups of Coffee. The primary role is to help clients obtain skills to get a better paying job.

Project BRIDGE (PB) is a program which seeks to help clients achieve long term self-sufficiency by offering wrap-around services using Britepaths' programs and partnerships with other community agencies. The Workforce Coordinator will help clients create resumes, identify educational opportunities/job skills training, and with job search assistance. Workforce Coordinator (WC) will partner with staff and leverage community resources to ensure clients' well-being needs are met. As manager of 3 Cups of Coffee (3CC) program the WC recruits clients and volunteers, makes matches and conducts follow up client surveys to track long term outcomes. The goal is to grow the program from 25 clients per year to double the number of clients.

MANAGE Workforce Support and Project BRIDGE

1. Conduct outreach with County human services workers and nonprofits to recruit clients. The goal is to enroll at least PB 12 clients per year and grow the program.
2. Screen PB referrals, conduct client interviews, and determine appropriate program in which to enroll the client, either Project Bridge, Financial Mentoring or Workforce Development.
3. Refer appropriate clients to Financial Mentoring Program. Work with Financial Literacy Director to ensure referred clients have followed through with Financial Mentoring requirements.
4. For clients enrolled in Workforce Development, conduct workforce assessment and support to reach clients' career goals.
5. Conduct interviews with clients in Financial Mentoring Program who have expressed employment/workforce needs.
6. With each client develop workforce goal(s) and an action plan to achieve goal(s). Track progress monthly in database.
7. Maintain monthly contact with clients either face to face or via phone for the duration of their enrollment, and record contact in Civi database. The purpose is to assess goals and modify as appropriate.
8. Coordinate with Financial Mentors to teach clients to self-advocate. However, coordinate with mentors to conduct research and advocate on behalf of clients when warranted to obtain services (e.g. mental health, alcohol and drug, financial assistance, home based services, training, medical services, job skills training, or education).
9. Attend bi-monthly meetings with Financial Literacy and Programs Directors to assess clients' progress towards goals and share ideas on how to support clients to achieve their goals.
10. Negotiate, facilitate, and coordinate the creative use of community-based service alternatives and Britepaths' resources.
11. Arrange for monthly life skills classes which benefit clients enrolled in a Britepaths' program. Topics might include resume writing, interviewing, preparing income taxes, exercise, healthy eating, etc.

Manage 3 Cups of Coffee

1. Grow the program. Work with Development staff to recruit companies to supply professional volunteer mentors.
2. Manage 3 Cups of Coffee volunteers; recruit and train, track in database.
3. Conduct outreach with County workers and community to recruit clients.
4. Screen and enroll appropriate clients in 3 Cups of Coffee, provide resume writing/editing assistance, match them to mentors, monitor progress, and provide job leads and support when needed; track in database.
5. Maintain computerized files on mentors and mentees, including intake forms and meeting reports.
6. Conduct follow-up surveys of 3 Cups of Coffee clients at 3, 6, 9, 12 month mark.

Administrative Tasks

1. Travel to libraries and other locations to meet PB and 3 Cups of Coffee clients, working sometimes evenings and weekends.
2. Assist in developing annual program budgets and stay within budget throughout the year.
3. Provide success stories, client statistics, etc., when requested by Communications Manager or Grant Manager.
4. Attend and participate in regular staff meetings and planning meetings.
5. Provide monthly Board Reports on respective programs and responsibilities.
6. Participate in community meetings and committees as assigned.
7. Coordinate with Financial Literacy staff in conducting annual survey of clients to assess the effectiveness of PB.
8. Annually review standard operating procedures.
9. Annually review client contracts and marketing materials for the program.