

MID CENTRAL COMMUNITY ACTION, INC.
JOB DESCRIPTION

Job Title: Employment / Financial Coach

Position Level: 4, full time, salaried, exempt

Supervision Received: Director of Financial and Housing Opportunities

Supervision Exercised: None

Job Summary:

Provide instruction and guidance on topics related to employment and financial coaching to aid customers in gaining the knowledge, capacity and tools to seek employment, access employment opportunities and resources, and/or advance toward long term career goals. Create opportunity for customers to make sound financial decisions once employment is obtained and access financial products as they work to understand credit, build savings, and reduce debt. Work continuously with customers to facilitate the process of attainment of established goals as an avenue toward financial and economic security.

This position is responsible for providing employment and financial/life skills coaching to customers.

Employment coach will plan, develop, and implement projects around employment coaching and job placement/referral. This position will research, plan, and implement a strategy for building relationships with local businesses and selling the benefits of our bundled services model.

Job Responsibilities:

General Coaching/Counseling:

- Conduct intake assessment for baseline data.
- Create service plan for short and long term goals.
- Ensure confidentiality of customers information
- Build relationships with customers for ongoing support to achieve goals.
- Provide customers with tools and coaching in order to aid them in accessing employment opportunities, employment resources, and employer contacts.
- Work with customers to create and follow a budget and track expenditures as they advance their earned income.
- Educate customers about consumer credit issues and assist in the development of a plan to resolve the issues of debt.
- Provide guidance to customers in order to address debt reduction, savings, and options for increasing earned income.
- Educate customers on financial products and decision-making.
- Assist customers to begin/increase savings for emergencies and goals.
- Assist customers with development of resumes, mock interview practices, and provide guidance and resources related to job search activities.
- Aid customers in accessing employment supportive resources through bundled service provision and promote bundle services to all participants.
- Ensure accurate and timely phone responses, applications, and incentive/support payments.
- Engage in one-on-one coaching or education for employment and financial capability
- Travel between McLean and Livingston County offices, as well as outreach locations as assigned.

- Implement the comprehensive career-building curriculum.
- Provide one-on-one professional development coaching and guidance.
- Provide feedback on resumes, cover letters, and mock interviews.
- Network and foster ongoing relationships with area employment services and employers.
- Serve as liaison to Heartland Community College career & educational pathway students in McLean and Livingston Counties.

Training Events and Workshops:

- Conduct community outreach and marketing for workshops.
- Secure and orient appropriate speakers for trainings and workshops.
- Facilitate workshops in McLean and Livingston Counties.

File Maintenance & Reporting:

- Create and maintain hard copy and electronic files for each customer, including all necessary and required forms and documentation, monitor client progress, and assist in reporting to funders.
- Complete accurate and timely appropriate statistical reports to include information regarding coaching services and outcomes data.
- Report progress on an agreed-upon production plan

Other:

- Interact and collaborate with others in pursuit of and attainment of the program goals established by the organization.
- Coordinate with MCCA staff on issues relating to financial and employment coaching.
- Maintain required job skills and core professional competencies.
- Attend and participate in required educational programs, staff meetings, Next Step Operational meetings, Performance Benchmark meeting, and staff meetings
- Adhere to and demonstrate MCCA's guiding principles of integrity and respect
- Any other duties assigned and deemed necessary for the effective and efficient operation of the agency

Job Specifications (as applicable):

Educational Requirements: Bachelor's Degree or counseling/coaching experience preferred.

Prior Experience: Two years work experience; experience in related coaching activities.

Specific Skills: Reading, writing and mathematical skills with mathematical aptitude sufficient to produce error-free documentation; demonstrated ability to work cooperatively in a team environment for problem-solving and resolution of customer issues; proficiency in Windows-based software; demonstrated ability to learn and use database, customer tracking, and other software; excellent organizational skills; effective oral and written communication skills; proven ability to coordinate multiple tasks; demonstrated ability to service a multi-cultural customer base; demonstrated ability to perform within established timelines.

Highly motivated self-starter with strong project management, facilitation, and change management skills.

- Ability to work effectively in both individual and group settings.
- Ability to work independently with little or no supervision and as a team member.
- Ability to be flexible, adaptive and positive in a changing environment.

Other: Flexible scheduling for some evenings and weekends is required. Valid drivers license with access to an automobile.