



Jane Addams Resource Corporation - Baltimore Job Description

Title: Employment Coach

Department: Careers in Manufacturing Programs

Reports To: Supportive Services Manager

Location: 4910 Park Heights Ave., Baltimore, MD 21215

The Jane Addams Resource Corporation (JARC) - Baltimore promotes strong communities, businesses and households to ensure that people who work do not live in poverty. JARC provides high quality skills training and support services to help lower-income and unemployed workers achieve self-sufficiency. JARC provides economic and workforce development services to businesses to improve their competitiveness.

JARC - Baltimore helps low-income workers, job seekers and community residents attain financial self-sufficiency through skills training and support services. JARC's job training programs target strategic skills gaps in the manufacturing and construction sectors, such as Computer Numerical Control (CNC) machinist and welder. As a Center for Working Families (CWF), JARC provides bundled financial support services, such as income supports, financial coaching and employment services.

Essential Functions:

- Teach workplace readiness and develop and implement skills training curriculum and assessment tools
- Provide one-on-one job coaching, including resume and cover letter preparation and assist with job applications and connecting clients to job opportunities.
- Hold regular office hours for program participants
- Coach trainees on expected workplace practices in manufacturing and construction and the soft skills required by employers
- Conduct barriers assessments and refer participants to resources, training, educational programs and/or related supportive services as needed
- Offer insight, support, and resources to help trainees realize their inherent strengths and overcome barriers in achieving self-sufficiency
- Support continuous program improvement by working closely with the instructors, program coordinators, supportive services team, and job developer to ensure quality services
- Drive continuous quality improvement efforts in use and efficiency of Salesforce system – manage data quality and perform quality checks
- Collaborate with instructors, program coordinators and supportive services team to address participant needs associated with job search and retention; assists in ensuring placement and retention goals are met, assist with data needs
- Participate in Salesforce trainings and attend LISC sponsored functions for data management and reporting outcomes
- Promote an understanding of working within the manufacturing and construction sectors through regular site visits
- Plan and lead a weekly session for trainees to establish a working competency of job search strategies and offer support and encouragement throughout the process
- Recruit, interview, train and manage employment services volunteers to perform mock interviews with trainees



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- Collect, document and track data on program outputs and outcomes in Excel, Salesforce and other databases as needed
- Assist program in highlighting program success through client success stories, grant reporting, and others means as needed

Team Functions

- Participate in and support the strength and development of the Employment Services Team
- Maintain strong communication between program teams: technical instructors, program coordinators, supportive staff, and job developers
- Assist in the preparation of program updates and program reporting
- Market JARC programs through contacts with other agencies, advertisements, and informational events
- Contribute to agency's continuous quality improvement efforts
- Collaborate with all JARC departments
- Contribute to JARC's warm and welcoming environment

Qualifications:

- A minimum of a Bachelor's Degree or two years of related experience
- Solid working knowledge of Microsoft Office and database applications. Working knowledge of Salesforce a plus.
- Excellent interpersonal, organizational, verbal and written communication skills; teaching skills is a plus
- Ability to give constructive feedback and coaching
- Manufacturing or construction knowledge or experience a plus

Terms/Conditions:

- Fulltime: 35 hours per week
- FLSA: Non-Exempt
- Criminal Background Checks Required
- FBI Background Check Required

Salary:

- \$19.23 - \$21.97 depending on experience
- Competitive Benefits Package

Submit cover letter and resume to hr@jane-addams.org. No phone calls please.

Please include the position title **Employment Coach – Baltimore** within the subject line.
Inquiries without the title in the subject line will not be reviewed or considered.

*JARC is an Equal Opportunity Employer
Minority/Female/Veteran/Disabled/LGBT*