



## **Young Adult Job Coach Job Description**

**Employment Category: Full-time, non-exempt**

**Reports to: Program Director**

**Job Summary:** This position works directly with MND's young adults (ages 18-24) and employers, assisting clients to become job ready, find work, and retain employment. Job coaches support the facilitation of MND's job readiness workshops, while providing direct support services, referrals, and case management, as well as assisting diverse organizational activities including outreach and advocacy. This position requires young adult engagement and training development support, as well as offering individual support services to clients such as barrier assessment and resolution.

### **Duties and Responsibilities**

The Young Adult Job Coach will:

- Serve as Facilitator for job readiness workshops during MND's employment training programs
- Collaborate with staff to resolve barrier issues related to individual clients' employment ability
- Follow clients' employment plans and provide referrals to assist job ready clients to become employed and retain jobs
- Maintain appropriate written and computerized client files and records
- Conduct intake interviews and assess client readiness for training and employment
- Provide job coaching, case management and job placement assistance to all designated clients
- Follow up with employers and clients for retention services
- Consistently engage young adults to support MND's recruitment and participation goals
- Assist in further developing the young adult training program to fully engage participants
- Maintain database reporting for tracking, counseling intakes, and programming data
- Assist the Program Director/s with additional administrative duties and needs related to the employment training program and grant compliance
- Attend all direct service, funder and staff meetings as required
- Other duties as assigned

### **Key Result Areas**

1. Ensure engagement and participation in MND young adult training and adhere to high standards of performance
2. Responsible to meet or exceed expected recruitment, engagement and placement goals (minimum of 5 placements/month)
3. Continually support young adults, Director, and team
4. Provide individual support and case management to high risk clients to boost job-readiness rate
5. Maintain high retention rate with all employed clients
6. Ensure all activities and intakes are properly and adequately recorded in RSS/ETO databases
7. Community relationships with young adult service providers and referring agencies

### **Qualifications**

1. Bachelor degree or equivalent work experience in human services fields
2. Effective oral and written communication

3. Experience working with diverse populations and young adults a MUST
4. Ability to relate to clients and be a role model to provide support and guidance
5. Ability to cultivate relationships through cold calls and other contact opportunities
6. Computer literacy in Microsoft Excel, Word and PowerPoint

**ACKNOWLEDGEMENT OF REVIEW AND RECEIPT:**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_