United Way of Southeast Louisiana

JOB DESCRIPTION

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| Position Title: Career Coach Specialist, Financial Capability | |
| Reports to: Manager, Financial Capability | |
| Location: 432 Avenue U, Bogalusa, LA | Division: Community Impact |
| Classification: Non-Exempt – **Salary $45,000.00** | Supervises: N/A |
| General Functions: The Career Coach Specialist guides individuals through career development and job search. This position provides individual and group career counseling and job search coaching to help them make informed career decisions, explore occupational choices, prepare for an effective job search, and connect with part-time and full-time employment opportunities. | |

**CORE COMPETENCIES for ALL UNITED WAY PROFESSIONALS:**

* **Mission-focused** – top priority is to create real social change that leads to better lives and healthier communities.
* **Relationship-oriented** – understands that people come before process and is astute in cultivating and managing relationships toward a common goal.
* **Collaborator** – understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement.
* **Results-driven** – dedicated to shared and measurable goals for the common good; creating, resourcing, scaling, and leveraging strategies and innovations for broad investment and impact.
* **Brand Steward** – understands their role in growing and protecting the reputation and results of the greater network.

**ESSENTIAL FUNCTIONS:**

1. **Career Counseling:**

* Conduct one-on-one career counseling sessions with clients to assess their skills, interests, and goals.
* Provide guidance on career exploration, goal setting, and development of a career action plan.
* Provide other counseling and administrative support to accomplish the organization's mission and goals.

1. **Resume and Cover Letter Development:**

* Assist clients in creating and updating resumes and cover letters that effectively highlight their skills and experiences.
* Provide feedback on formatting, content, and tailoring documents to specific job opportunities.

1. **Job Search Strategies:**

* Offer guidance on effective job search strategies, including online job boards, networking, and other techniques.
* Provide support in leveraging social media platforms for professional networking.

1. **Interview Preparation:**

* Conduct mock interviews to help clients improve their interview skills and build confidence.
* Provide feedback on communication, body language, and responses to common interview questions.

1. **Skills Development:**

* Identify opportunities for skills development and recommend relevant training programs or educational resources.
* Stay informed about industry trends and job market demands to provide relevant advice.

1. **Networking:**

* Assist clients in building professional networks by connecting them with local industry professionals, events, and organizations.
* Provide guidance on effective networking strategies for career advancement.
* Conduct planned programs for outreach.

1. **Documentation and Reporting:**

* Maintain accurate and up-to-date client interactions and progress records.
* Generate reports on program outcomes and client success stories.

1. **Professional Development:**

* Stay updated on best practices and industry trends related to resource navigation and social services.

1. **Cultural Competency:**

* Demonstrate cultural sensitivity and an understanding of diverse populations, ensuring services are inclusive and accessible to all.

1. **Travel:**

* Develop a weekly schedule and travel to assigned parishes to engage with families and provide support.

1. **Other Responsibilities:**

* Perform other work-related duties as assigned.

**JOB QUALIFICATIONS:**

1. Bachelor's degree in social work, non-profit management, or a related field.
2. Relevant experience in program management, social work, business, or non-profit.
3. Strong organizational skills and meticulous attention to detail.
4. Excellent written and verbal communication skills, including proper telephone etiquette.
5. Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and basic office software.
6. Ability to work effectively both independently and collaboratively within a team.
7. Passion for community service and a deep commitment to the United Way's mission.
8. Self-motivated, quick study, and able to work effectively with minimal supervision.
9. Strong interpersonal skills with the ability to initiate, build, and continuously strengthen partnerships with a diverse population.
10. Must maintain a valid driver’s license, minimum insurance, and reliable transportation.
11. Ability to adapt to changing circumstances and cognitively respond appropriately and with discretion.
12. Demonstrated ability to use sound judgment to handle/resolve details and matters not requiring the personal attention of the supervisor.
13. Unquestioned confidentiality with sensitive financial and personnel matters and issues
14. Must be available to work a regular Monday-Friday work week with occasional early morning, evening, and weekend availability as needed.
15. Have no outside business interests that may conflict with the organization's goals and objectives and not explicitly approved by the President/CEO

Signed Career Coach Specialist: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_

Signed Manager, Financial Capability: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_

*Rev. 10/2023*