



Hampton Roads Community Action Program

2410 Wickham Avenue
P.O. Box 37
Newport News, VA 23607

Job Title: Job Coach (12-month program)
Department: Strategic Initiatives
Reports To: Lead Job Coach
Location: Newport News

Summary: The Job Coach serves as a mentor to students/young adults participating in the Training and Enrichment Program and meets with participants on a daily basis. Responsibilities include implementation of various Work Readiness Skills (WRS) as specified by the project director, as well as implementing and managing standards for participant services to ensure a successful work transition for participants and employers.

EDUCATION and/or EXPERIENCE: Requires completion of one-year college in college in a related field and one-year of programmatic experience, or an equivalent combination of education and experience. Experience in human resource management, business environment a plus. Expertise in MS Office-Excel, PowerPoint, and Word. Must possess and maintain a valid driver's license. Criminal record check and credit report required for employment. Experience facilitating or proctoring Northstar Digital Literacy Assessments, Workplace Excellence Series modules, ACT WorkKeys. Strong software capabilities to analyze the business and develop presentations to include: Excel, PowerPoint or Prezi are required. Adept at networking, building relationships, and community engagement. Ability to work across the organization to deliver solutions that meet internal and external objectives

Qualifications: Working knowledge of the principles and practices of workforce and economic development, business administration, organizational behavior, organizational development, strategic planning, resource allocation, public relations, and leadership techniques; proven facilitator, trainer, instructor, or effective teaching experiences.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties within the scope of this position may be assigned.

- To perform this job successfully, an individual must be able to work a flexible schedule to include evenings and weekends.
- Establishes and maintains professional working relationships with participants, community partners, staff and administrators to promote program goals.
- Meet with participants (individually or in small group) routinely to provide support and guidance regarding work performance and the achievement of personal goals.
- Visits assigned worksites routinely to confer with work-site supervisors regarding participants' work performance; keeps daily log of communication and conflicts that might arise at perspective work-sites.



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- Acts as liaison between program and partner organizations, as well as participants: communicates with all stakeholders on a consistent basis to ensure active participation and adherence to program guidelines.
- Identifies resources for participants and provide referral information regarding personal/social needs (e.g., housing, social services, counseling, crisis intervention, etc.).
- Contributes to the development and execution of program goals and measurement criteria.
- Responsible for recruiting and managing the work-readiness cohorts. Each cohort will enhance communication skills, team-building skills, resumes, and portfolios for career seekers.
- Facilitate the ‘warm hand-off’ into employment, registered apprenticeship, adult education, or additional formalized training.
- Establish referral protocols with referring agencies, to determine client eligibility and utilize a proven and effective intake process, to screen appropriately for services.
- Manage data entry into the VA Workforce Connection labor exchange database for the Commonwealth and the EmpowOR software for share case management.
- Screen, refer for vocational evaluations as necessary, conduct various assessments, and help each participant identify their career interests.
- Maintain case management responsibilities, assist with employment and placement or training enrollment.
- Other duties as assigned.

Skills Required : The ability to generate reports, submit grant updates and manage timelines. Strong analytical skills, business acumen and the ability to achieve desired outcomes working with cross-functional teams with and without direct reporting relationships. Relationship building skills with leaders in government, business, higher education and other related industry groups and associations. Helps establish performance measures and monitors outputs and outcomes. Comprehensive understanding of contract management, data systems, including tracking, reporting, monitoring, customer satisfaction, and evaluation. Ability to work independently, take initiative and be an effective team member. High-level communication and interpersonal skills a must. Exceptional time management skills with ability to multitask; ability to work well under pressure, prioritize workload, and meet tight deadlines.

Application: Qualified individuals should apply at 2410 Wickham Avenue, Newport News, VA 23607. Office hours are 8:00a.m. - 5:00p.m. Monday through Friday. You can visit: www.hrcapinc.org to print an application and mail to P.O. Box 37, Newport News, VA 23607. Also you can email your application and resume to hrcapresume@hrcapinc.org

Closing Date: Applications accepted until position is filled.