



Hampton Roads Community Action Program

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

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

Summary: The Lead Job Coach works alongside Workforce Development staff and other designated personnel to provide coaches, program participants, participating employers and other stakeholders' effective guidance toward the objectives of the Program. Responsibilities include supervising coaches and participants, providing program direction, setting clear team and individual goals, monitoring performance, resolving conflict and enforcing procedural guidelines and policies. Must have a positive track record in working effectively with multi-ethnic, multi-cultural communities.

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, have access to use of a personal vehicle.
- Serves in a supervisory capacity to oversee the daily work performance of STEP Job Coaches, intervening when necessary to resolve issues.
- Provides team leadership, supervision and coaching to assigned job coaches.
- Establishes and maintains professional working relationships with job coaches, participants, community partners, staff and administration to promote program goals.
- Ability to work effectively in a team environment to plan and organize group meeting times, places and agendas.
- Meets with job coaches (individually or in small groups) routinely to provide support, resources and guidance.
- Routinely visits assigned partnering worksites to confer with work-site supervisors regarding job coach performance; keeps daily log of communications and conflicts that might arise and reports issues of concern immediately to the Program Coordinator.



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- Serves as a liaison between HRCAP and the City of Newport News and partner organizations
- Communicates with all stakeholders on a consistent basis to ensure active participation and adherence to program policies and guidelines.
- Assists job coaches with identifying resources for participants as needed (e.g., housing, social services, counseling, crisis intervention, etc.).
- Contributes to the development and execution of program goals and measurement criteria.
- Attends all Job Coach/Lead Coach Orientation and training session(s).
- Serve as job coach for program participants if needed.
- Provides Program Manager and Director of Workforce Development with information and data necessary for reports as required.
- Comply with all policies and procedures of the Program.
- 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.
- Provide job search services, workshops, counseling, training and employment preparation, and placement services as well as a variety of self-directed online training options.
- Encourage and promote self-directed engagement with skill building through online sites.
- Provide proactive job retention strategies.
- Maintain case management responsibilities, assist with employment and placement or training enrollment.

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.