



Back To Work 50+ Career Coach

Reports to: Chief Community Officer

Job Summary:

Performs Career Services duties including: assessments; the delivery of a career development training and job search curriculum; and career coaching for job candidates in the BACK TO WORK 50+ Program administered by the Chicago Cook Workforce Partnership. Responsible for recruiting and supporting unemployed and underemployed individuals age 50 and older with diverse educational backgrounds through a model that integrates workshop, individual, and cohort activities. Facilitates job candidates' transition into employment and/or vocational training.

Key Responsibilities and Duties:

Manages client caseload for the Chicago Cook Workforce Partnership BACK TO WORK 50+ grant including accurate tracking of activities and services.

Collaborates with participants to discover their career interests and determine career and educational goals and strategies;

Provides guidance to program participants regarding work history, education, interests, abilities and other relevant variables affecting client's employability.

Guides participants in preparing resumes, developing networking and employment strategies, honing interview skills, and creating professional portfolios.

Develops and maintains working knowledge of assessment tools and procedures; evaluates assessments to guide employment search and training needs

Utilizes and contributes to maintaining an up-to-date inventory of career resources.

Develops and maintains positive working relationships with workforce staff, local employers, and other government and private employment and service agencies.

Collaborates with other program staff to coordinate internship and paid work experience opportunities as appropriate.

Conducts orientations/presentations about and markets the BTW50+ program to interested groups and community stakeholders.

Assists with ongoing strategic planning for the program. Actively participates in and contributes to continuous quality improvement of the program.

Maintains related files, records and databases.

Performs related duties as assigned.

Minimum Qualifications:

- High School Diploma or G.E.D. Certificate.
- At least two years of college study in human services or a related field with some direct career advisor experience, supplemented by or at least two (2) years of direct career advisor or training experience in workforce development (WIA/WIOA preferred) or a related field OR four (4) years of work experience performing these job duties.
- Must be able to speak and write English clearly (Spanish language skills a plus).
- Must be able to travel throughout Cook County.
- Preferred Qualifications:
 - Experience in an American Job Center or higher education environment
 - Experience counseling or advising in the area of modern career development
 - Experience leading teams and groups in educational activities, developing programming and curriculum
 - Experience working with diverse populations
 - Management and supervision experience
 - Experience in social work, counseling, advocacy, leadership, community development
 - Generational competencies with 50+ population

Knowledge, Skills, Abilities and Other Characteristics:

Experience in career coaching in either a classroom setting or on a one-on-one basis.

Experience in using audio visual aids in order to enrich the learning experience for technical and non-technical customers.

Experience in working with job seeking adults either 18 or older.

Knowledge of local labor market trends and employer requirements.

Experience in maintaining and preparing reports for management review and case file notes to record client status.

Computer operations skills, including working knowledge of the Microsoft Office, suite, with an emphasis on MS Word and Excel.

Knowledge of program coordination, career development, review and evaluation principles.

Must demonstrate computer literacy, familiarity with job related software programs, including but not limited to internet research and online learning systems.

Should possess superior problem-solving, decision-making skills along with significant interpersonal relations in decision making and problem solving.

Significant skill in oral and written communication.

Ability to motivate and appropriately advise clients in discovering and attaining educational and career goals.

Ability to foster team interaction and model professional behavior.

Ability to set priorities and maintain self-direction.

Ability to maintain strict confidentiality and to recognize situations in which confidentiality is required.

Ability to provide quality customer service.

The duties listed are not set forth for purposes of limiting the assignment of work. They are not to be construed as a complete list of the many duties normally to be performed under a job title or those to be performed temporarily outside an employee's normal line of work.