

Career Coach/ EARN Program

Overview:

The EARN (Employment, Advancement, and Retention Network) Program is a job readiness program that works in conjunction with the Pennsylvania CareerLink and Department of Public Welfare. The goal of the program is to help clients obtain employment to reach self-sufficiency. The Retention/Data Career Coach (CC) will be responsible for case management, job development, data and file management for the Training Services Division of Henkels & McCoy, Inc. and the Chester County EARN program. The CC must display initiative, exercise judgment and make decisions consistent with the Bureau of Employment and Training performance measurements. In addition, the CC will be required to conduct orientation, maintain contact with the local labor market, job readiness skills, maintain a database and the development of basic remedial skills in math and reading. The CC will attend and or conduct activities in the community relating to EARN clients development and will connect with employers and organizations on a regular basis to market and improve the Training Services program.

Major Job Elements:

- Monitor progress and quality of the work completed by participants and document the findings
- Strong presentation and facilitation skills to engage participants in meeting program goals
- Meet contractual obligations regarding defined positive outcomes and retention measures and follow-up
- Maintain case records (case notes) for each participant to include service needs and activities of fulfillment according to data-management procedures and funding sources
- Identify employment/ internship opportunities for participants
- Case follow-up after participants have completed the program- this is Retention
- Plan, arrange and organize award ceremonies- they don't do this
- Prepare and report on client information for Direct Service Team meetings
- Follow corrective action specified by the Bureau of Employment and Training Programs and Department of Community of Development
- Conduct home visits for clients that are having issues regarding their program participation
- Conduct orientation for new participants entering the program
- Maintain and track client's participation in the program i.e., data information, attendance and job development
- Obtain employment verification form as participants become employed

Retention/Data Career Coach

All the same things apply for a regular Career Coach description in addition to these responsibilities

- Maintain all program spreadsheets and program reports
- Distribute and keep track of all incentives
- Provide case management services for participants that are in the retention phase of the program
- Verify completion of retention with Inspiritec

- Conduct employer visits as needed
- Become familiar with local businesses, community agencies and resources in the county
- Work collaboratively with the Workforce Development Specialist with job development

Qualifications:

- **Past experience working with EARN clients – CWDS and or BETP experience a plus**
- **Minimum 1 years of relevant work experience**
- **Strong communication skills to include presentation and listening skills; writing skills and the ability to manage distractions and interruptions**
- **Multi-tasking abilities**
- **Proficiency in using MS office, XP, hardware knowledge is a plus**
- **Must Posses a valid driver's license and reliable transportation**

The position is located in Coatesville, PA 19320.

**You may contact Reagan S. Williams, Area Manager, Henkels & McCoy, Inc.
(267-690-1180) or rwilliams@henkels.com**