

Position Title:	Employment & Education Success Coach/Senior Employment & Education Success Coach
Department:	Career Pathways
Supervisor:	Assistant Director, Career Pathways
FLSA/ Status:	Non-Exempt/ Full time
Hiring Range:	\$46,000 -\$60,000 per year
Job Grade:	4, 5
Revised:	August 2022

WHO WE ARE

Mi Casa Resource Center (MCRC) is committed to creating pathways to opportunity for low-income and underserved individuals. In 1976, seven mothers and one father living in West Denver founded what would become Mi Casa Resource Center. MCRC has grown to deliver programs that advance economic self-sufficiency for the entire family. As one of Denver's largest and longest-standing Latino-led and serving organizations, we have earned community trust by providing culturally competent services grounded in community need.

Our Business and Career Pathways programs support economic growth. Career Pathways trains, supports, and connects low-income jobseekers to high-demand careers that meet their personal and professional needs. Business Pathways combines trainings, consulting, and wraparound services for underserved business owners and entrepreneurs at every stage. With MCRC's support, participants gain the education and skills needed to generate income, move up career ladders, and build wealth through business ownership.

WHY WORK AT MI CASA

- Be part of an organization and team culture that values employee input, makes data informed decisions, cares about the community, and has fun while doing it.
- Paid time off! MCRC offers three weeks of vacation time per year (accrued), two personal days, health days and 15 paid holidays including our year end closure from Christmas Eve to New Year's Day.
- Amazing benefits such as major medical insurance, dental and vision insurance, employer paid short term and long-term disability plans and a 403(b)-matching program. We pay 100% of medical premiums for employee coverage.
- A stipend for professional development and a team that will support your growth.
- Opportunities to participate in committees such as workplace culture and safety.
- Hybrid schedule that currently includes two days remote and three days in the office. However, as we are a direct service organization, it is important that we offer face-to-face services for the community we serve.

POSITION SUMMARY

Mi Casa Resource Center is seeking a workforce development professional with excellent interpersonal skills, a strong understanding of the barriers specific to marginalized communities and a commitment to a strengths-based approach to join as Employment and Education Success Coach. Opportunities exist for individuals to get hired as and Employment & Education Success Coach or Senior Employment and Education Success Coach based on experience.

The Employment & Education Success Coach provides a strengths-based, trauma-informed, holistic, interdisciplinary approach to supporting individuals working toward the goal of economic success. In this role, the Coach is responsible for building relationships with program participants to provide individualized support to participants seeking to secure and retain employment, training, and education opportunities. This position works one-on-one and in groups with participants to provide coaching, encouragement, and training during job search as well as postemployment. Focus areas for coaching include career exploration/assessment, resume writing, goal setting, interviewing skills, digital skills building and job search strategies.

Mission: We create pathways to opportunity.

Vision: We envision a community where all people have the power to achieve their economic goals and realize their dreams.

While coaching participants, this role will be responsible for addressing barriers and connecting participants to resources as needed. They provide a range of support services, including needs assessment, problem solving, resource/referral, financial assistance, and benefits management. They also support our programming by collaborating with Career Pathways team members, facilitating training, technological support, and data entry. The Coach will also track and report on education and employment outcomes. They may be part of a Statewide network of Coaches sharing best practices and working to enhance the connection between workforce and education. In addition, this person may be part of a Coaching Collaborative.

KEY RESPONSIBILITIES

Participant Interaction

- Coaches Career Pathways participants in one-on-one settings and facilitates workshops in a group setting on employment readiness strategies, digital skills building, and organizational systems.
- Provides encouragement and motivational support to participants as they progress through job search.
- Connects participants to relevant jobs, training, education, and certification programs.
- Works collaboratively with participants to identify personal barriers to training, employment, and/or job retention and connects participants to appropriate resources as needed.
- Conducts follow-up with participants at regular intervals post-employment to provide support as needed; and collect information and documentation about employment and job retention.

Operations

- Works with the Outreach and Enrollment Coordinators to conduct an initial needs assessment prior to enrollment.
- Coordinates with other members of MCRC staff to successfully support student's educational attainment.
- Maintains connections with service providers and employer partners to provide high-quality referrals and share job opportunities with participants.
- Supports agency's efforts to provide trauma-informed, wraparound services to all participants.
- Performs administrative tasks related to coaching and case management.
- Supports the development of job search curriculum and strategies.

Independent Judgement

- Uses discretion in determining best ways to support participants.

Evaluation

- Ensures timely, accurate, and detailed maintenance of files and data management on all participants in all relevant data systems.
- Supports data-driven decisions using analytical tools to evaluate the success of program activities and makes recommendations to leadership.
- Provides input to external and internal teams to inform evaluation efforts.

Fundraising

- Connects participant to various events at MCRC.
- Contributes to and participates in fundraising efforts and events of the agency, as needed.

Other

- Contributes to organizational team effort by attending staff meetings and serving on committees.
- Performs related duties as assigned within their scope of practice.

QUALIFICATIONS

- 2-4 years of experience in case management or coaching or an equivalent combination of education and experience. 5-8 years of experience at a senior level.
- Certified Workforce Development Professional or Career Coach Certifications preferred. CWDP designation is required at the senior level or willingness to get the certification shortly after hire.

- Experience working in work force development, career services, Technical Education and Higher Education preferred.
- Culturally Competent individual with experience and ability to communicate with diverse populations.
- Knowledge of Denver-area community-based organizations and resources.
- Extensive understanding and experience with the tasks, process, and requirements of getting into and succeeding in postsecondary education and the workplace.
- Bilingual English/Spanish is preferred.
- Computer experience with word processing, spreadsheets, and database management.
- Background check required and valid driver's license & auto insurance as well as good motor vehicle record.
- Evening and weekend work as required to meet the needs of the organization.

KEY COMPETENCIES

- Demonstrated commitment to a strengths-based approach and trauma-informed practices
- Excellent interpersonal communication
- Understanding of the barriers specific to marginalized communities
- Strong ability to set boundaries with participants
- Adaptability and flexibility
- Taking initiative and demonstrating proactive approaches
- Detail oriented and organized
- Team-player with a growth mindset

Mi Casa Resource Center is an equal opportunity employer.

Interested persons should email a cover letter and resume to jobs@MiCasaResourceCenter.org by September 30, 2022. Interviews may occur as qualified candidates apply.