



ADULT/DISLOCATED WORKER LIFE & CAREER COACH
Harrisonburg Virginia Career Works (VCW)
Position Guide

Reports to: Workforce Services Director

Major Functions: The Adult/Dislocated Worker Life & Career Coach serves to

- Conduct outreach, communicates and builds community awareness regarding WIOA Title I Adult and Dislocated Worker programming.
- Determine job seeker program eligibility and ability to serve and enrolls job seekers in a program.
- Provide case management and support to job seekers enrolled in the Workforce Innovation and Opportunity Act (WIOA) program for the Virginia Career Works (VCW) – Shenandoah Valley Region and the Shenandoah Valley Workforce Development Board (SVWDB).
- Enters and maintains all job seeker case management information into the Virginia Workforce Connection (VaWC) system.
- Work exclusively with WIOA Adult and Dislocated Worker job seekers requiring in depth assistance.
- Collaborate and provide input for innovation to the SVWDB.
- Work to meet and exceed WIOA Adult and Dislocated Worker program and performance requirements.
- Work to accomplish the WIOA program vision and mission as defined by the SVWDB.

Hiring Salary Range: \$35,000 - \$45,000 (with additional reimbursement for required travel)

Adult Life & Career Coach Responsibilities:

- Provides extensive case management to individuals seeking employment, but facing a variety of significant barriers. Thoroughly address barriers through a network of service providers. Works with the job seeker on documenting this pathway by continually updating, growing and adjusting their Individual Employment Plan (IEP).
- Manages paper and electronic files on each assigned job seeker and adhere to confidentiality and compliance requirements.
- Remains in contact with assigned job seekers on a regular basis. Monthly contact is a minimum requirement and some job seeker participants may require contact that is more frequent.
- Collaborates with Employer Network Director to identify employers that have job openings.



- Provides guidance and coaching to job seekers and job seekers with additional barriers may have a longer program participation duration.
- Conducts follow up activities (as defined by WIOA regulations) for all assigned job seekers upon program completion.
- Ensures that all local, state and federal guidelines are adhered to when providing services to job seekers and that documentation of services is entered in the VaWC State System of Record in the appropriate and timely manner required.
- Works with the SVWDB on other discretionary grants when available/required.
- Regional travel may be required in this position. Appropriate reimbursement is provided, however applicants should have a reliable method of transportation to cover the 16-locality service region. There are multiple Life & Career Coaches in the region.

Other Responsibilities:

- Works to accomplish other duties deemed necessary to fulfill the mission of the SVWDB.
- Participates in training seminars and other educational meetings as budget and time permit.
- Occasional day travel in the SVWDB area. There may be occasional overnight travel in and out of the SVWDB service region.

Knowledge, Skills, and Abilities:

- An understanding of how to work within state and federal regulations relating to WIOA and Title I programming and experience with implementation.
- Ability to communicate effectively verbally and in writing with SVWDB staff, state technical assistance staff, and other service providers in the service region.
- Team communication and collaboration skills are a must for this position.
- Ability to meet deadlines through time management and organization skills.
- Skilled at self-management and self-motivation.
- Ability to reach conclusions through problem solving and decision making skills.
- Knowledge and proficiency in Microsoft Office products: Windows OS, Word, PowerPoint, Excel.
- Ability to read, interpret, and understand regulations, policies, and technical guidance and communicate information to others.
- Ability to travel to Service Access Points, meetings, and outreach activities when necessary within designated region of service.

**Education and Experience:**

- Any combination of education and work experience equivalent to graduation from an accredited college or university with an Associate's or Bachelor's degree in workforce development, human capital development, social work, human services, public service, or other fields deemed appropriate.
- Experience working in the VaWC system or other regulatory system is preferred.
- Experience working in the public workforce system with the Workforce Innovation and Opportunity Act (WIOA) is preferred.
- Experience and training in Trauma Informed Care is preferred.
- Experience in Social Services or Human Services related field strongly preferred.
- Bi-lingual capabilities strongly preferred.

Working Relationships:

- **Internal:** Interacts with all levels of staff and management on a daily basis to give and gather information, and to contribute to a working environment of open exchange, positive morale, and advancement of the SVWDB's mission and vision.
- **External:** Interacts with community partners across the entire service region to make connections and establish referral processes while including internal team members assigned to the appropriate area.

Supervision Received:

The Life & Career Coach works at the direction of the Workforce Services Director working to implement the vision and strategic plan of the Shenandoah Valley Workforce Development Board. This position is subject to review by and through observation of results achieved. The Workforce Services Director will conduct a formal annual performance review.

Essential Functions: The following physical standards are considered essential functions of the job.

- Driving. Continuously to get to and from work and to travel to VCW Centers, Point of Access locations and meetings. Reliable transportation is required.
- Sitting. Continuously to perform job functions.
- Bending. Occasionally to acquire supplies, move equipment, set up computers.
- Pushing/Pulling. Occasionally to move equipment and to set up meeting rooms.
- Twisting/Turning. Frequently to access supplies and equipment.
- Reaching. Frequently to access supplies and equipment.
- Written communication. Continuously to correspond with staff, service providers, partners, local and state government representatives and agencies.
- Verbal communication. Continuously to converse, present information and data.



- Hearing. Continuously to listen to information presented in venues ranging from phone calls to large seating auditoriums. Accommodations such as hearing devices and hearing loops may be utilized.
- Firm grasping. Frequently to perform job function and handle office equipment.
- Fine manipulating. Continuously to use computer, office equipment, telephone, etc.
- Lifting. Frequently to transport materials, files, etc. Must be able to lift 25 pounds.
- Eyesight. Frequently. Sufficient to enable, with any needed assistive devices, the review of hard copy and computer records.

Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities

TDD: VA Relay Center: 711 or 800.828.1120

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