



**CAREER COACH**  
**Virginia Career Works (VCW)**  
**Position Guide**

**Reports to:** Program Manager

**Hiring Salary Range:** \$40,000 - \$50,000 (with additional reimbursement for required travel)

**Primary Functions and Responsibilities:** The Career Coach will serve as a case manager for the Workforce Innovation and Opportunity Act (WIOA) Title I Adult, Dislocated Worker, and Youth programs in the Virginia Career Works (VCW) – Shenandoah Valley Region and the Shenandoah Valley Workforce Development Board (SVWDB). The Career Coach is responsible for determining customer eligibility, assessing customer needs, and providing services following WIOA local, state, and federal policies, guidance, and law. The Career Coach is also responsible for building and maintaining positive public relationships with businesses, community-based organizations, and WIOA partners. Functions and responsibilities include but are not limited to the following:

- Conduct outreach and recruitment activities to communicate and build community awareness regarding WIOA programming.
- Orient customers to the services and eligibility requirements of the WIOA programs. These activities could take place in both group settings and individually.
- Determines program eligibility and assists customers with enrollment into WIOA programs.
- Assess customer employment and training needs.
- Assists customers in identifying and addressing barriers to employment and refers to services within the one-stop system as appropriate or to community resources as necessary.
- Provide case management and support to customers with career planning and career decision-making processes.
- Enters and maintains all customer case management information into the Virginia Workforce Connection (VaWC) system, including plans, case notes, services, and participation and performance documentation.
- Collaborate and provide input for innovation to the SVWDB.
- Work to meet and exceed WIOA Title I program performance requirements.
- Work to accomplish the WIOA program vision and mission as defined by the SVWDB.

**Duties:**

- Provides extensive case management to individuals seeking employment but facing 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 customer and adheres to confidentiality and compliance requirements.
- Regularly makes contact with assigned customers. However, monthly contact is a minimum requirement, and some customers may require more frequent contact.
- Works closely with Employer Network Director to identify employers that have job openings.
- Provides guidance and coaching to customers. Those with additional barriers may have a longer program participation duration.
- Conducts follow-up activities (as defined by WIOA regulations) for all assigned customers upon program completion.
- Ensures that all local, state, and federal guidelines are adhered to when providing services to customers 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. Note: There are multiple Career Coaches in the region.
- Participate in training seminars and other educational meetings as budget and time permits.
- Occasional day travel in the SVWDB area. There may be occasional overnight travel in and out of the SVWDB service region.
- Performs other duties as assigned.

**Knowledge, Skills, and Abilities:**

- Ability to provide positive, outstanding customer service.
- Ability to maintain confidentiality.
- In order to provide the highest level of customer service, this position requires a thorough understanding of the job search process and the local area job market, job matching system, federal eligibility, Child Labor Laws, and other related items.
- Ability to interact positively with a variety of personalities and socio-economic populations.
- The ability to work in a team environment and provide support to fellow team members is essential.
- Problem-solving skills, critical thinking, organizational skills, time management skills, and excellent oral and written communications skills are essential.
- Proficiency in a variety of computer software applications is required, including Microsoft Office Suite, email, and Internet applications.
- An understanding of how to work within state and federal regulations relating to WIOA and Title I programming and experience with implementation.
- Ability to read, interpret, and understand regulations, policies, and technical guidance and communicate information to others.
- Team communication and collaboration skills are a must for this position.



- Skilled in self-management and self-motivation.
- Ability to travel to Service Access Points, meetings, and outreach activities when necessary within the designated service region.

#### **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 systems 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 are preferred.
- Experience in Social Services or Human Services related field strongly preferred.
- Bi-lingual capabilities are 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 Career Coach works under the direction of the Program Manager, 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. In addition, the Operations 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, and 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 converse, and 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.