



## **YOUTH COACH – Harrisonburg Virginia Career Works (VCW) Center Position Guide**

**Reports to:** Workforce Services Director

**Major Functions:** The Youth Coach serves to

- Communicate and build community awareness regarding WIOA Title I Out-of-school youth programming. Conduct outreach to out-of-school youth and youth related organizations.
- Provide case management and support to youth job seekers enrolled in the Workforce Innovation and Opportunity Act (WIOA) for the Virginia Career Works (VCW) – Shenandoah Valley Region and the Shenandoah Valley Workforce Development Board (SVWDB).
- Work with WIOA youth requiring assistance.
- Place an emphasis on the utilization and completion of activities within the 14 Youth Elements as defined by WIOA.
- Collaborate and provide input for innovation to the SVWDB.
- Work to meet and exceed WIOA Youth program and performance requirements.
- Work to accomplish the WIOA Youth program vision and mission as defined by the SVWDB.

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

**Youth Coach Responsibilities:**

- Provides extensive case management to youth seeking employment, but facing a variety of significant barriers. Thoroughly address barriers through a network of service providers. Works with the youth job seeker by documenting this pathway and continually updating, growing and adjusting their Individual Service Strategy (Pathway Plan).
- Manages paper and electronic files on each assigned youth job seeker and adheres to confidentiality and compliance requirements.
- Remains in contact with assigned youth job seekers on a regular basis. Monthly contact is a minimum requirement, however individuals assigned to the Youth Coach should be contacted on a frequent basis.
- Collaborates with the Employer Network Director to identify employers interested in youth work experiences. Plans and coordinates the youth work experience provides job preparation for placement into employment.
- Guidance and devotion to youth job seekers will be required of the Youth Coach. Some youth job seekers assigned to the youth coach will have a longer program participation duration and require more program elements (14 WIOA Youth Elements)



- 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 are entered in the VaWC State System in the appropriate, timely manner required.
- Works with the SVWDB on other discretionary grants when available and required.
- Regional travel may be required in this position. Appropriate reimbursement will be provided, however applicants should have a reliable method of transportation to cover the service region assigned. There are 16 localities in the SVWDB service region and multiple Youth Coaches.

**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.
- Day travel in the SVWDB service region may be required. Occasional overnight travel in and out the SVWDB service region may be required.

**Knowledge, Skills, and Abilities:**

- Knowledge of state and federal regulations relating to WIOA and Title I programming and experience with implementation, with a focus on WIOA Youth programming.
- Ability to communicate effectively verbally and in writing with SVWDB staff, Board and committee members, and state and federal staff of regulatory agencies.
- Team communication and collaboration skills are a must for this position.
- Ability to contribute to workforce initiatives.
- 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 remote Point of Access locations, meetings, and outreach activities when necessary within designate 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 degree in workforce development, human capital development, social work, human services, or other fields deemed appropriate.
- Experience working in the public workforce system with the Workforce Innovation and Opportunity Act (WIOA) preferred.
- Experience working with youth job seekers preferred.
- Experience working with the VaWC system preferred (experience with current version strongly preferred).
- Experience and education in Trauma Informed Care is preferred.
- Experience in a social services or human services related field is 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 Youth Coach works at the direction of the Workforce Services Director working to implement the vision and strategic plan of the SVWDB. 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, the Board, committees, service provider, partners, local, state, and federal government representatives and agencies.
- Verbal communication. Continuously to converse, present information, data, and reports.
- 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 office equipment, telephone, fax, computer, copier, and printer.
- Lifting. Frequently to transport materials, refreshments, files, handouts and equipment. 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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This workforce product was created using 100% of federal U. S. Department of Labor Employment and Training Administration Workforce Innovation and Opportunity Act (WIOA) award of \$1,460,148 (#AA-33260-19-55-A-51) made to Page County on behalf of the Shenandoah Valley Workforce Development Area by the pass-through entity, the Virginia Community College System. No costs of this product were financed by nongovernmental sources. The information contained herein does not necessarily reflect the official position of the U.S. Dept. of Labor.