



**CAREER STEP CAREER COACH / JOB DEVELOPER
JOB DESCRIPTION
MS GULF COAST AREA**

General Statement of Duties:

Career STEP Career Coaches provide career counseling, job readiness training, mentoring, and all other necessary pre-employment skills to eligible participants ages 16 through 59, for the Career STEP (Career Skills Training Education Pathways) Program funded through the Mississippi Department of Human Services (MDHS) Temporary Assistance for Needy Families (TANF) funds. This Career STEP Career Coach position will work to strengthen the workforce in the Twin Districts Workforce Development Area (TDWDA) by increasing the employability and placement opportunities of jobseekers while simultaneously cultivating business relationships and providing employers with skilled applicants. Services will be provided to eligible residents of the following counties: Clarke, Covington, Forrest, George, Greene, Hancock, Harrison, Jackson, Jasper, Jefferson Davis, Jones, Kemper, Lamar, Lauderdale, Leake, Marion, Neshoba, Newton, Pearl River, Perry, Scott, Smith, Stone, and Wayne. The success of this position is dependent on being able to achieve and accurately track program goals and objectives. Office will be located in the SMPDD building in Gulfport, MS.

Responsibilities:

- Recruit, establish and maintain relationships with local employers, public agencies, and industry partners within the TDWDA to develop and/or secure Work Based Learning and job placements leading to permanent gainful employment for program participants;
- Conduct outreach and recruitment activities for program participants and to market the SMPDD TANF Career STEP Program and the paid Work Based Learning component using approved material;
- Determine program eligibility as defined by the TANF requirements, provide case management, career coaching, and trainings as needed;
- Develop an Individual Career Plan (ICP) that includes a career pathway for each participant and update as needed;
- Match Career STEP participants with Work Based Learning opportunities according to interest, skill, and ability;
- Prepare participants for a successful work-based learning activity (apprenticeship, OJT, internship, etc.);
- Coordinate with training providers, Career Coaches, participants, and staffing/payroll agency for processing of Incentives, Stipends, and onboarding of participants enrolled in Work Based Learning activities such as internships etc.;
- Review invoices for accuracy, act as a liaison to reconcile discrepancies, obtain and maintain all supporting documentation and submit approved invoices to Program Admin for payment;
- Coordinate with employers to complete and maintain worksite agreements for work based learning activities;
- Organize and schedule worksite visits to monitor the progress of the Career STEP participant and obtain evaluations;
- Coordinate supportive services that will assist the participant with attendance and participation in program activities and make referrals to partnering agencies as appropriate;
- Establish and maintain accurate detailed records and obtain required supporting documentation of all Supportive Service Reimbursements and Work Based Learning activity services including but

not limited to tracking hours worked, dollars paid, calculating transportation mileage, verification of attendance, completion, evaluations, and up to date case notes;

- Prepare Supportive Service Reimbursement payment requests for eligible participants, submit to Program Administrator for approval, and track by completing required monthly reports;
- Coordinate with the Career Coach, Training Vendor, Employer, Staffing/Payroll agency and/or the Program Administrator, to ensure the ongoing success of the Career STEP participant's work based learning placement, program participation and compliance;
- Meet with participants on a regular basis to review progress and make adjustments as needed (in person or by electronic means as the situation dictates);
- Track services provided to participants and maintain monthly status changes and required monthly reports;
- Maintain updated labor market information to ensure knowledge of high demand occupations and become familiar with the services offered by all of the partners of the WIN Job Center;
- Assist with follow-up services to exited participants with unsubsidized employment as required;
- Maintain confidentiality as it pertains to the TANF funded program and participants;
- Coordinate with Program Administrator to achieve successful program outcomes;
- Attend all required meetings, and
- Perform all other duties as assigned.

Knowledge and Skills:

- Excellent interpersonal, verbal, and written communication skills;
- Ability to work with a diverse population;
- Advanced user computer & software skills;
- Critical thinking skills;
- Ability to develop plans to aid in personal and career growth;
- Strong knowledge of the labor market;
- General knowledge of federally funded job training programs;
- Excellent presentation skills;
- Ability to multitask;
- Ability to problem-solve;
- Ability to pay attention to detail;
- Ability to work as a team; and
- Ability to travel.

Education and/or Experience:

- Bachelor's Degree in Business, or related field of study is preferred.
- Experience in employer engagement and the workforce system preferred.
- Case management experience preferred.
- Equivalent combinations of education and experience may be considered.

Reports to: Career STEP Program Administrator

Salary Range: \$46,000 to \$48,500 yearly salary

To Apply: Email cover letter & resume to cassandrabrown@smpdd.com