



## CAREER STEP CAREER COACH – HATTIESBURG, MS JOB DESCRIPTION

### **General Statement of Duties:**

The Career Coach will be responsible for the implementation and execution of 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. The Career Coach will provide career counseling, job readiness training, mentoring, and all other necessary pre-employment skills to eligible participants ages 16 through 59. 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 location will be at the SMPDD office in Hattiesburg, MS. This is a high volume, high touch case management position.**

### **Responsibilities:**

- Provide instruction on job search skills, resume writing, and interview skills;
- Conduct outreach and recruitment activities for program participants and to market the SMPDD TANF Career STEP Program;
- Determine program eligibility as defined by the TANF requirements;
- Complete participant enrollment, including the collection, verification and maintenance of all required eligibility documentation;
- Administer objective assessments;
- Develop an Individual Career Plan (ICP) that includes a career pathway for each participant and update as needed;
- Provide individualized ongoing case management, career coaching, academic coaching and support services to participants as needed;
- Establish and maintain participant case files ensuring frequent, detailed and accurate case note documentation;
- Coordinate supportive services that will assist the participant with attendance and participation in program activities and make referrals to partnering agencies as appropriate;
- Obtain and maintain all required supporting documentation for Supportive Service Reimbursement (services including but not limited to tracking payments, calculating transportation mileage, verification of attendance, completion, evaluations, and up to date case notes);
- Prepare Supportive Service Reimbursement requests for eligible participants, submit to Program Administrator for approval, and track by completing required monthly reports;
- Coordinate and maintain ongoing communication with training vendors, employers, agency partners and the Program Administrator, to ensure compliance as well as the success of Career STEP program participant's;
- Prepare participants for a successful work-based learning activity (apprenticeship, OJT, internship, etc.);

- Act as a liaison between Twin Districts Workforce Development Area (TDWDA) staff, and the TDWDA Career STEP vendors;
- Assist participants in accessing advanced training and/or post-secondary education opportunities in a selected career pathway;
- Assist in recruiting industry partners to develop participant work-based learning sites;
- 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, maintain monthly status changes and complete required monthly reports;
- 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;
- Provide follow-up services to exited participants as required;
- Coordinate with Program Administrator to achieve successful program outcomes;
- Maintain confidentiality as it pertains to the TANF funded program and participants;
- Obtain and maintain knowledge of current labor market information to ensure knowledge of high demand occupations within the TDWDA, and become familiar with the services offered by WIN Job Center partners;
- Attend 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;
- Critical thinking skills;
- Ability to develop plans to aid in personal and career growth;
- General knowledge of federally funded job training programs;
- Excellent organizational skills;
- Ability to multitask;
- Advanced PC user;
- Advanced proficiency in PC software including but not limited to Windows, Adobe, Google Workspace, Microsoft Office programs- Excel, etc.;
- Strong ability to problem-solve;
- Ability to pay attention to detail; and
- Ability to work as a team.

**Education and/or Experience:**

- Bachelor's Degree in Counseling, Business, Education, Social Work, or related field preferred.
- Case management experience strongly preferred.
- Equivalent combinations of education and experience may be considered.

**Reports to:** Program Administrator

**Salary Range:** \$42,000 to \$45,000 yearly salary

**To Apply:** Email cover letter & resume to [cassandrabrown@smpdd.com](mailto:cassandrabrown@smpdd.com)

*SMPDD/TDWDA is an equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities. Those needing TTY assistance may call 800-582-2233.*