



## Job Description - Position Profile

---

**Position Title:** Career Coach / Case Manager

**Reports To:** Workforce Ready Program Manager

**Classification:** Non-Exempt

---

### **Position Summary:**

Responsible for providing strengths-based career coaching / case management and support to participants in the Workforce Ready program as well as providing leadership and training. Additional duties include maintaining quality service delivery, documentation, management of outcomes and instructing participants in short-term certificates, and customized courses in accordance with grants to include but not limited to WIOA, SNAP/ARESET, READY TO WORK, SFTWDFI, etc. Primary responsibilities include but are not limited to the following:

### **Primary Responsibilities**

- Provides day-to-day instruction and mentoring for participants enrolled in the Workforce Ready programs
- Establishes working, instructional, professional relationship with each participant
- Establishes a trusting relationship with the families by initiating and maintaining regular client contact
- Establishes and discusses a training schedule with goals, objectives, and activities with supervisor
- Plans and conducts activities for a balanced program of instruction, demonstration, and work time that provides students with opportunities to observe, question, and investigate
- Assists participants in making and attending appointments when applicable for doctors, social services agencies, etc. Acts as a liaison between families and other community agencies.
- Meets with supervisor on a regular basis to evaluate client status.
- Records pertinent information related to client observation, activities, and worker intervention in a complete and concise manner.
- Actively engages in recruitment of students for all Workforce programs including speaking engagements, face to face meetings, virtual meetings, etc.
- Engages the community in social media posts about the workforce program
- Attends regular staff meetings, case conferences, in-service training, and other meetings required



## Job Description - Position Profile

- Represents SAFE at public events and trainings on occasion

### **Knowledge, Skills and Abilities:**

- Demonstrates advanced observation skills and uses observations of family dynamics to identify dysfunction and implement appropriate interventions.
- Demonstrates ability to work as part of a team and maturity in interpersonal staff relationships.
- Ability to follow all policies and procedures.
- In order to perform this job successfully, an individual must be patient and nurturing while working with the adult participants.
- The individual must have a working knowledge of adult basic skills so that the participants would be assisted in meeting their set goals.

### **Qualifications:**

- Must possess a valid Alabama driver's license.
- A minimum of a Bachelor's Degree in education or related field is preferred. Experience with working with individuals and families are a plus.

### **Essential Functions/Physical Requirements:**

The requirements below are required with or without reasonable accommodations:

- Ability to tolerate walking, standing, and sitting throughout the day.
- Reaching, bending, lifting, carrying, and must be able to lift minimum of 10- pounds to chin level without injury.
- Travel, local and out of state, including overnight stay, as necessary.
- Ability to meet the attendance requirements for the position.



## Job Description - Position Profile

The statements contained above reflect general details as necessary to describe the essential functions of this job, the level of knowledge and skills required, but should not be considered an all-inclusive listing of work requirements. Please be advised that this document should not be construed, in any manner, as a contract of employment. All employees of the SAFE Family Services Center are employees "at-will." Additionally, an employee will not be reimbursed for accumulated leave upon either voluntary or involuntary separation from employment. Additionally, an employee will not be reimbursed for accumulated leave upon separation from employment. I have read and understand the responsibilities and requirements of this position.

---

Employee Signature

---

Date

---

Manager / Supervisor

---

Date