

Somerville Community Corporation
Position Description

TITLE: First Source Career Coach Senior

DEPARTMENT: First Source

REPORTS TO: Director of Economic Opportunity

FLSA STATUS: Exempt

Summary: This Career Coach will work directly with job seekers to provide soft skills training and access to other SCC programming, including financial literacy, leadership development, and one-on-one coaching from job search through post-placement. The Career Coach will work with the SCC team, including staff across the organization and community members to align program delivery with an evolving, shared vision.

Essential Duties: Essential job duties for this position include the following items. Other duties must be performed as assigned or required.

- Coach participants of the First Source Job Readiness Program to establish individual career plans and provide pre- and post-placement guidance.
- Facilitating direct job readiness training (e.g., resume writing, interview preparation, workplace communication, etc.) for job preparation, both individually and in workshops at SCC and at other community organizations.
- Conduct job searches.
- Make referrals to other programs and services as appropriate.
- Data input, management, and assessment.
- Assist in meeting internal and external reporting requirements.
- Recruitment and outreach to various audiences along career preparation continuum (job seekers, trainers, employers).
- Program design and evaluation with team of staff and community members.
- Assist with the creation and improvement of job readiness curricula.
- Assist in creating partnerships with organizations that align with First Source services.
- Community outreach to include meeting with local business owners to recruit as Employer Partners.
- Works remotely in different areas of Somerville to allow greater access of our services to the community we serve.
- Participate in coalitions that help to advance the First Source Jobs Program's vision for economic opportunity.

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- Understanding the cycle of poverty in the United States as it relates to employment barriers.
- Proven ability to work effectively with people of diverse social, economic, and professional backgrounds.
- Ensure individual dashboard KPI requirements are met.
- Data tracking and reporting in salesforce as needed at direction of the Director of Economic Opportunity.
- Scheduling and follow up of Networking Café info sessions.
- Respond to general questions from First source staff, Networking Café invitees, and job fair attendees.
- Update marketing material and contact information as needed.
- Foster and maintain communication and working relationships with Management, employees, residents, vendors, contractors, lenders, city staff, and other partners.
- Maintains a professional, positive manner and appearance at all times.
- Responsible to perform all duties safely and in a manner consistent with the policies and procedures of Somerville Community Corporation (SCC).
- Responsible to report all accidents/incidents (e.g., motor vehicle, customer, employee) to the necessary personnel (e.g., Chief Executive Officer).
- Adhere to all applicable department, production, and company related operational, safety, and human resources policies and procedures.
- Complies with all federal, state, and local laws, including employment-related laws.
- Work toward continuous quality improvement.
- Stay current with changing technology, including software and SCC programs.
- Uphold, support, and promote all company policies and procedures.

Qualifications: To perform this job successfully, the individual in this position must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the minimum knowledge, skills and ability required.

Education/Experience:

- Associate's degree (AA) or equivalent from two-year college or technical school; or six months to one-year related experience and/or training; or equivalent combination of education and experience.
- Computer literate in social media, intermediate or advanced Microsoft Office suite, and standard database systems. Working knowledge of salesforce is a plus.

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Language Skills:

- Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence.
- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Ability to fluently speak, read, and write in English, Haitian Creole, Spanish, Portuguese, required.

Mathematical Skills:

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving a few concrete variables in standardized situations.

Certificates, Licenses, Registrations:

- None

Intellectual Demands: The intellectual demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Intellectual Demands:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Problem solving	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communication - written	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communication - verbal	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Money handling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Interpersonal skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Calculating	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Concentration	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Creativity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Working with interruptions	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working independently	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical Activities:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walk	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Talk	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Hearing/Listening	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Use hands to finger, handle, or feel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach with hands and arms	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb or balance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stoop, kneel, crouch, or crawl	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taste or smell	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travel	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Weight:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 25 pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 50 pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 100 pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 100 pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Physical demand requirements listed are primarily applied to lifting and moving material during the course of the work shift.
- Vision – Close vision (clear vision at 20 inches or less).
- Vision requirements listed are primarily applied to viewing documents and working on the computer.

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Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job.

Environmental – There is little to no exposure to hazardous environmental conditions.

Travel – Working throughout the City of Somerville up to five times a month.

Evenings and weekend may be required.

Noise – Moderate noise (examples: business office with computers and printers, light traffic).

