

EXAMPLE CAREER COACH RESPONSIBILITIES & COMPETENCIES



This is an example of possible responsibilities and competency areas for a Career Coach at a SparkPoint Center. This is not meant to be an exhaustive list and not all the items on this list may be applicable to all Career Coaches. These should be adapted based on the needs of your SparkPoint Center and institutional context.

EXAMPLE RESPONSIBILITIES:

- Provides individualized coaching to participants including career assessments, setting attainable goals, developing plans and doing follow-up as well as providing referrals for available community resources
- Assesses client needs and collaborates with clients to develop and follow a self-sufficiency plan
- Offers intake appointments, provides pre-employment preparation, and conducts advocacy
- Facilitates workshops and orientations, discussion groups and/or classes on topics including but not limited to job readiness, resume preparation and interviewing
- Develops printed or virtual resumes, cover letters, letters of introduction as well as reference letters for participants
- Assists clients with online applications when appropriate
- Supports clients in achieving goals through access to basic needs services, creation of action plans, reinforcing accountability, and opening opportunities to increase self-worth and sense of purpose
- Ensures clients have access to all available services from which they could benefit
- Develops employer contacts and referral sources and generates job leads; markets services and provides post-placement support to clients
- Participates in employer recruitment events, job fairs, and networking events
- Represents the agency at community meetings and participates in relevant training and workshops
- Plans, prepares for and implements community engagement events (i.e., job fairs, focus groups)
- Collaborates and coordinates case conferences with internal team members and referral sources to support client success
- Captures and enters data at all points of client interaction and performs accurate and timely reporting of client progress throughout the coaching process
- Recruits, supervises, and trains volunteers for program specific projects

EXAMPLE COMPETENCY AREAS:

- Job development, case management and/or career counseling
- Project management and ability to meet deadlines
- Analytical, time management and organizational skills and the capacity to integrate diverse objectives with a high level of attention to detail
- Problem-solving skills and a growth mindset
- Adaptability to perform in a constantly evolving environment
- Ability to maintain confidentiality of sensitive information
- Bilingual/multilingual preferred
- Commitment to social, economic and, racial justice
- Understanding of and ability to articulate the role equity, inclusion and diversity play in SparkPoint's work
- Lived experience or familiarity with the barriers faced by individuals and families who are struggling with employment, housing, food access, educational attainment, mental health, and financial wellness
- Ability to enter and retrieve information from databases and interpret data to facilitate decision-making
- Proficiency in using a variety of computer software to track and monitor data, including but not limited to, Microsoft Office (Word, Excel, PowerPoint, Outlook) and case management software