**J O B D E S C R I P T I O N**

**JOB TITLE: Mobile Back To Work Job Coach**

**REPORTS TO: Opportunity Director**

**EXEMPT:** **NON-EXEMPT:** x

**HOURS:**  Part Time 30 hours w/ benefits

**JOB SUMMARY:** The Mobile Back To Work (MB2W) Job Coach is a polished professional who is very comfortable ‘blazing a trail’; beginning conversations, building new relationships, engaging with neighbors and business leaders and building the MB2W program. The MB2W job coach is cooperative, innovative, and motivated when working in a fast paced, changing environment. This person travels regularly within the Southeast area of Hillsborough County to meet with neighbors, business owners, deliver presentations, and attend job fairs.

The MB2W job coach meets with neighbors one-on-one offering resume updates, personal recommendations of community resources, educational opportunities, back-to-work services, and social enterprise coaching/programs.

The MB2W job coach works side-by-side with the Opportunity director and team to identify new opportunities to reach neighbors and to expand the MB2W program and reach of the workforce development services.

**ESSENTIAL FUNCTIONS:**

**Mobile Office / Opportunity Center:** Offices in the Riverview Opportunity Center when not on the road. In all situations, engages with neighbors and makes them a top priority. Meets with neighbors to identify and understand most critical needs. Assists neighbor with resume updates, applications, and job search. Practices interview skills and makes interview appointments with business partners on neighbor’s behalf. Makes recommendations for community resources, education programs, back-to-work services, and/or other programs as needed. Accurately tracks neighbor information, goals, and progress using the Opportunity Center database. Assists neighbors extensively with back-to-work services. Delivers educational workshops as needed. Takes professional/personal development seriously and continues to learn and grow personally.

**Volunteers-** Builds a volunteer team through recruitment, scheduling, management, celebration, and training of MB2W volunteers.

**Collaboration-** Collaborates with the full ECHO team, Opportunity Center Team, and Opportunity Director to identify new opportunities to meet the needs of neighbors. Builds strong, open, and generous relationships with fellow community service providers. Maintains a robust community resource network; represents ECHO in provider meetings within the service delivery area and advocates on behalf of ECHO and families served. Attends job fairs to assist neighbors through the process and to expand business relationships.

**Measure Outcomes**- Identifies neighbor’s personal goals and tracks attendance, assistance, goals, interests, and accomplishments as outlined.

**Maintenance-** Remains aware and alert to ECHO assets and centers. Actively ensures the property is clean, maintained, and a good representation of ECHO. To include signs, documents, and equipment used for MB2W, outside and inside of ECHO buildings, garbage, and bathrooms.

**Other-** Perform other functions as necessary or assigned.

**QUALIFICATIONS:**

* Intermediate to advanced computer skills
* Bilingual English Spanish strongly preferred.
* Outgoing and comfortable making connections and building relationships.
* Knowledge of standard office processes, procedures, and equipment
* Experienced professional
* Familiar with current job search procedures and interview techniques – HR experience a plus
* Genuine heart for helping others.
* Shared belief in the ECHO mission and vision
* Shared belief in the Opportunity Center’s purpose

**REQUIREMENTS OF JOB**

* Must have reliable transportation.
* Must be willing to travel primarily within Southeast Hillsborough County (mileage covered)
* Must be able to keep MB2W safe and secure.

**DEMONSTRATED KNOWLEDGE AND SKILLS:**

* Possess strong verbal and written communication skills in order to communicate effectively with clients, volunteers, members of the community, and colleagues.
* Possess active listening skills.
* Possess a high degree of social perceptiveness- being aware of others’ reactions and understanding why they react as they do.
* Proficient in Microsoft Office and Excel
* Strong understanding and up-to-date knowledge of job search procedures
* Ability to work in a high client contact area and fast-paced environment.
* Ability to work with distractions and/or high traffic environment.
* Effectively utilizes time management skills in managing time and prioritizing tasks for self and others.
* Ability to build a team of volunteers; recruit, encourage, train, motivate, and retain volunteers.
* Ability to monitor/assess the performance of self to make improvements and take corrective action.

**PHYSICAL REQUIREMENTS:**

* Intermittent physical activity including bending, reaching, sitting, standing, walking.
* Must be able to travel to and work at a local public venue.
* Carry tables and mobile back-to-work equipment; set up the mobile back-to-work station.
* Carry up to 40 pounds.
* Clean up around outside of buildings as needed.

**INITIAL EVALUATION PERIOD:**

* 90 Days

**STARTING PAY RANGE:**

* Salary or pay is commensurate with experience.

**CONTACT INFORMATION:**

* Please submit your resume to Dianne Horncastle opportunity@echofl.org