



POST DATE 5/31/19 – 6/14/19

**JOB OPENING**

Area Community Services Employment & Training Council (ACSET)

**CAREER COACH**

**Ottawa County**

Applications with resumes and cover letters will be accepted through Friday, June 14, 2019, for the position of Career Coach. This full-time position is in compensation Pay Range E that pays from \$33,976 to \$47,598 annually, plus fringe benefits. Starting salary is commensurate with qualifications and experience.

Candidates for this position **MUST COMPLETE AN APPLICATION.**

Applications are available online at: <http://www.westmiworks.org/join-the-wmw-team/>

Or you may obtain an application at the ACSET Main Office:  
Area Community Services Employment and Training Council (ACSET)

Human Resource Department

1550 Leonard NE

Grand Rapids, MI 49505

**Applications with resumes, cover letters and EEO forms should be submitted to:**

Laura Krist

recruiting@westmiworks.org

1550 Leonard NE

Grand Rapids, MI 49505

**Application packets must be received no later than  
5:00pm on Friday, June 14, 2019.**

ACSET OVERVIEW: ACSET is the administrative and fiscal agent for the Michigan Works! Agency of Allegan, Barry, Ionia, Kent, Montcalm, Muskegon and Ottawa Counties. West Michigan Works! mission is to lead workforce development strategy and resource alignment in West Michigan by understanding the talent needs of employers and employment needs of job seekers and connecting them to solutions.

**JOB SUMMARY:**

The Career Coach provides assistance to participants through interviews, assessments, referrals, support services, and follow-up. This position works closely with jobseekers in various Michigan Works! programs to help them with their training and employment goals. Duties include reviewing and updating case files, case management, data management, and delivery of services consistent with program objectives. Responsibilities are carried out according to established procedures with latitude for initiative and independent judgment.

*West Michigan Works! is a division of ACSET, an equal opportunity employer/program, and a proud partner of the American Job Center network. Auxiliary aids and services are available upon request to individuals with disabilities. TTY 711 supported.*

**DUTIES & RESPONSIBILITIES:**

1. Provide initial and extended interviews and assessments with participants to identify needs, interests, and abilities. Assistance includes resume writing, interview skills and career exploration.
2. Assist participants in developing Individual Services Strategies and employment plans that fit participants' aptitudes, educational levels, physical abilities, and career goals.
3. Provide information to participants about the types of Michigan Works programs and services for which he or she may be eligible and assist with selection of programs based on individual interest, aptitude and eligibility.
4. Assess and refer participants to appropriate workshops or paid trainings to upgrade existing skills.
5. Provide crisis intervention counseling and referrals addressing barriers to job search and employment such as childcare, transportation, housing, clothing, medical care, substance abuse counseling, and domestic violence.
6. Maintain knowledge of resources available, provide information and refer participants to agencies or community services for assistance.
7. Monitor and record participants' progress to ensure that training and employment goals and objectives are met.
8. Attend career coach meetings, review new policies and procedures, and brainstorm with peers to help job seekers connect with employers' needs.
9. Prepare and maintain records and case files, including documentation such as participants' personal and eligibility information, services provided, narratives of client contacts, and relevant correspondence.
10. Meet or exceed established Agency performance expectations.
11. Attend professional development activities, trainings and seminars.
12. Actively participate in continuous quality improvement processes.
13. Perform other duties as assigned.

**JOB QUALIFICATIONS:**

1. The job requires knowledge normally acquired through a Bachelor's Degree.
2. Two to four years' experience in workforce development, or an equivalent combination of training and experience.

3. Knowledge of information technology, Microsoft Office Suite, and telecommunication hardware.
4. Interpersonal skills necessary to effectively communicate in both oral and written form with prior experience in public speaking.
5. Communication and organizational skills that contribute to a quality work environment and the ability to work as a team.
6. Planning and time management skills with the ability to adapt to changing priorities.
7. Considerable ability to establish and maintain effective working relationships with supervisors, fellow employees, state and local agencies, and the general public.
8. Ability to organize, prioritize and maintain confidentiality while providing patient, friendly and participant centered services.
9. Knowledge of relevant human service programs and policies, resources and procedures.
10. Physical ability to sit in one position for extended periods of time.

**WORKING CONDITIONS:**

1. Normal office environment with little discomfort due to noise, dirt, dust and the like.
2. Local or statewide travel may occasionally be required.

This job description is intended to describe the general nature and level of work being performed by a person assigned to this job. It is not to be construed as an exhaustive list of all job duties that may be performed by a person so classified.