

AJC Career Coach (Full Time, Non-Exempt)

Program: Work Source Contract

Salary: \$25.50, Plus Benefits

Address: 822 East 20th Street Los Angeles, CA 90011

ALL PEOPLES COMMUNITY CENTER

All Peoples Community Center (All Peoples) is an 82-year-old community resource center located in South Los Angeles, operating as a 501(c)(3) non-profit organization. Since its establishment in 1942, the center has served as a safe haven for its community, offering a diverse range of services to over 6,600 individuals annually. Its mission is to empower individuals and foster community respect and self-determination for all.

In an effort to address poverty and its symptoms while meeting the needs of the underemployed, All Peoples has partnered with the Coalition for Responsible Community Development (CRCD) to provide employment services. The AJC Career Coach divides their time between All Peoples and CRCD WorkSource Center located at 400 W Washington Blvd. 90015. As a WorkSource Center, CRCD manages American Job Centers (AJC). All Peoples operates as a FamilySource Center. Both WorkSource and FamilySource are programs supported by the City of Los Angeles, designed to provide comprehensive support. The role is managed through a contract with CRCD.

JOB DESCRIPTION

The AJC Career Coach will collaborate with the AJC South L.A. WorkSource Center to enhance employability and quality of life for participants, particularly vulnerable populations such as veterans, disabled individuals, and those experiencing homelessness. Responsible for recruiting, enrolling, and coaching adult job seekers, the Career Coach will facilitate access to industry-specific training leading to developing job-readiness soft skills and entering industry-training leading to living-wage careers.

RESPONSIBILITIES

Career Coaching

- Conduct orientations and outreach programs for AJC initiatives.
- Manage service delivery and client support within the program.
- Develop partnerships with Community Based Organizations and local providers to connect clients with services.
- Case manages 132 clients annually.
- Create and deliver employment training sessions with a target of securing at least 50 participants annually.
- Assist 86 community members annually in securing employment up to living wage, with a focus on sourcing at least 38 participants from the created training sessions.
- Assist community members obtain employment with a living wage or higher; improve employment opportunities including helping clients secure self-employment.



- Coordinate the referral process for services.
- Interview WIOA referred clients and conducted career, aptitude, skill, and educational assessments, providing work readiness coaching.
- Develop Individual Employment Plans (IEP) for clients and facilitate job placements.
- Serve a minimum of 80 "hard-to-serve" participants.
- Process WIOA scholarship applications and seek leverage training funding.
- Maintain case files, complete JTA forms, prepare training materials, and handle support service invoicing.
- Track client expenditures, activities, and outcomes.
- Conduct workshops in English and Spanish covering resume writing and interviewing skills.
- Conduct follow-ups with participants for 12 months after program completion.
- Maintain records of participant engagement and program activities, aiming for a job seeker customer satisfaction rating of 9.0.
- Employ various recruitment strategies, including social media and virtual platforms, to engage vulnerable populations.
- Understand the eligibility requirements, service delivery components, and outcomes of multiple grants assigned to the program.

FSC Program

- Work in conjunction with case management and housing stability services to serve participants and meet programmatic goals and outcomes. As part of wraparound services, goals, and action plans for participants.
- Conduct intakes to enroll clients for FSC services.
- Build customer retention and engagement using phone calls, emails, in-person contact and mail to encourage more robust engagement with.
- Participates in community outreach activities and Special Events year-round, including food and fund distributions.
- Other tasks as assigned.

Data Management

- Maintain an accurate and up-to-date record of all participant contacts.
- Prepare and submit all required internal and external reports to All Peoples and funding sources in a timely manner.
- Other tasks as assigned.
- Collaborates with Intake/Data entry staff to ensure all documentation is complete and entered into the database.
- Completes required program documents and reports with accuracy and attention to detail.
- Engages and participates in regular staff meetings and training.

QUALIFICATIONS AND EXPERIENCE REQUIREMENTS

- Bilingual in English/Spanish (spoken and written) is preferred



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- Bachelor's degree and two years related experience in case management in a workforce development setting; or minimum four years of related experience without formal education
- Knowledge of assessment tools, counseling techniques, teaching/facilitation, crisis intervention, and job matching
- Must be able to work with diverse populations
- Must be computer literate (MS Office Word, Excel, PowerPoint, GSuite, BitFocus)
- Ability to work Monday through Friday evenings and some Saturdays.
- Possession of a car, valid driver's license, satisfactory driving record, proof of insurance, an insurable driving record to be covered under Agency policy
- Good communication skills (oral, and written)

BENEFITS

- 403(b) retirement plan (no employer match)
- Pension Plan (no employer match)
- Dental Insurance (100% premium employer-covered)
- Health Insurance (75% premium employer/25% employee)
- Paid holidays

SCHEDULE

- 8 hour shift/ FTE
- 40 hours per week
- Non-Exempt
- Work Location: 100% in person between two sites