



Job Coach, Private Sector **Job Posting Announcement**

Posting Date: 11/18/2021

Compensation: \$18/hour

Location: 100 West 23rd Street Baltimore, Maryland 21218



About City of Baltimore, Mayor's Office of Employment Development:

The Mayor's Office of Employment Development (MOED) coordinates and directs workforce development initiatives responsive to the needs of Baltimore City employees and job seekers in order to enhance and promote the local economy. At MOED, we view our mission broadly to deliver *economic justice to our city!* To us, economic justice means creating an equitable workforce system for all residents – especially those who have been generationally and systemically disadvantaged – one that is responsive to their needs and ensures viable economic opportunities. Our vision is for every City resident to maximize his/her career potential and all employers have the human resources to grow and prosper – *a workforce system that works.*

Baltimore YouthWorks Summer Jobs Program is one of the largest summer jobs initiatives in the nation. For the past 5 years, the goal has been to offer 8,000 City youth an opportunity to work and earn wages during the summer months. Built on the unspoken expected reality that a large percentage of black and brown youth would have unequal access to a summer job because of structural and institutional racism, YouthWorks prioritizes those most impacted – youth receiving public assistance, low wage families and youth connected to the Department of Juvenile Service.

Position Overview:

This is a customer development position, which is an approach to working with young people between the ages of 16 to 21 years of age defines goals (outcomes) based on capacity, strengths and developmental needs of YouthWorks Private Sector (YWPS) participants. Work involves assisting YouthWorks Private Sector participants with retention skills; placement coordination and follow-up after placement. Job Coaches will be assigned to each hiring organization/employers to answer questions and serve as a direct link to H1Y program. Also, visit the worksites to provide encouragement and support to YWPS participants to ensure a positive work experience.

Essential Duties and Responsibilities:

- Provides group and individual sessions to support YouthWorks Private Sector participants' job preparedness and post placement (e.g., awareness of work ethics; addressing family dynamics that create barriers to successful employment; developing a professional presentation.
- Perform as liaison between the summer YouthWorks office and employer worksites.
- Update various databases including but not limited to various Google Suite products, as well as the Summer YouthWorks system.
- Verifies youth information and conduct matching analysis to applicable positions recruited by YWPS staff.
- Schedules youth interviews with employers and provides interview refresher to youth to ensure youth preparedness.
- Provides individual sessions to support job retention.
- Ensures comprehensive assessment, career counseling and case file management.

- Assists with various functions connected to the YWPS Job Readiness Workshops and the YouthWorks Academy.
- Conducts presentations with youth to ensure work readiness has been completed.
- Assists with youth resume preparation and design.
- Meets with employers and human resource directors, maintains excellent employer/customer relations, anticipates participants' needs, assesses participant's satisfaction, offers support services so that customers are adequately trained, and supported on-the-job.
- Visits with customers on-the-job, observes work habits and relationships, meets with supervisors, addresses any barriers to success, and encourages productivity and upward mobility.
- Verify youth worker information is a match to and for the employer.
- Review daily (hardcopy) worksite attendance sheets and verify attendance is posted correctly
- Distribute enrollee checks and identification (ID) card.
- Meet as needed / requested with worksite supervisor to resolve enrollee problems and document all worksite issues, concerns or problems in Summer YouthWorks file folder.
- Complete bus pass distribution to summer youth workers.
- Perform other duties as assigned.

Knowledge, Skills and Abilities:

- Must be willing to use personal vehicle during summer youth temporary assignment for the completion of assigned duties on a daily basis as needed
- Two years of related vocational or job rehabilitation experience.
- Or, any equivalent combination of acceptable education and experience.

Minimum Required Education and Experience:

- A Bachelor's degree from an accredited college or university with major coursework in counseling, Social work, education, vocational rehabilitation, job development or related human service field.

Additional Requirements:

- Access to a computer or laptop with a microphone and camera and high-speed internet capabilities
- Ability to pass a mandatory criminal background check and drug screen
- If required, ability to work hybrid schedule: onsite 8:30am to 4:30pm and or virtually 8:30am to 4:30pm
- Must be flexible to work mornings and Saturdays when directed
- Standard work schedule for this position is Monday through Friday 08:30am to 04:30pm
- Some evening and weekend hours may be required
- As directed by program manager hours may occasionally change

Interested applicants may apply via this [link](#).

City of Baltimore, Mayor's Office of Employment Development is an Equal Opportunity Employer and Service Provider