



JOB READINESS COACH

Job Posting Announcement

Posting Date: August 17, 2021

Classification: Grant Services Specialist II (GSSII)

Salary Range: \$50,000-\$55,000

Status: Temporary Benefits Eligible

Location: Hybrid (telework and onsite per operational needs)

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.*

Position Overview:

This professional position provides job readiness coaching to participants across various programs through high-quality, dynamic workshop facilitation either in in-person or remote group sessions or through structured web-based learning tools. The Coach must be knowledgeable of different career paths and committed to helping customers become “job ready” to realize their employment-related goals. The Coach must be able to assist job seekers in identifying and enhancing their job skills and improving their resumes and to ensure they are adequately prepared for job interviews. The Job Readiness Coach must be able to build rapport with all job seekers and demonstrate excellent facilitation, organizational, and problem-solving skills. This position also requires the ability to collaborate with all staff within the MOED's One-Stop Career Centers and satellite offices.

This position is part of Baltimore City's COVID-19 employment recovery strategy, which is funded through the American Rescue Plan Act. The Mayor's Office of Employment Development (MOED) is working with public and private partners to provide occupational training, apprenticeships, subsidized work, supportive services, transportation assistance, and small business subsidies to city residents and small businesses negatively impacted by the coronavirus pandemic. We will prioritize unemployed and underemployed residents and particularly our most disadvantaged jobseekers, including returning citizens, opportunity youth, and public assistance recipients. These programs will increase access to opportunity, promote local job growth, support low-income households, benefit historically underinvested neighborhoods, and create wealth in communities of color. They will also help the city become cleaner, safer, and more welcoming.

Essential Duties and Responsibilities

- Facilitate job readiness training to help increase the city's employment rate and number of residents earning a family-supporting wage
- Develop lesson plans and implement a job readiness curriculum to educate job seekers on employability skills that will enable them to achieve their career goals
- Provide career coaching services by telephone, in person, and/or virtually through video coaching, webinars and other web-based tools or social media platforms
- Develop and implement effective coaching strategies to help customers overcome employment-related challenges
- Facilitate and deliver job readiness instructions in a classroom or group setting
- Provide information and guidance on suitable career paths based on customers' skills, qualifications, interests, and experience
- Conduct pre- and post-assessments to assess customers' skills and abilities and provide feedback on test results
- Assist with developing resumes and cover letters, identify opportunities for employment, and assist with the application and interview process
- Instruct customers how to use job-related aides, web-based tools, and other learning resources
- Provide coaching and career counseling to job seekers in job search, career development, retention and advancement strategies
- Input job seeker activities in appropriate data tracking system
- Refer job seeker to Employer Services once all pre-employment activities are complete and job seeker is employer ready
- Perform other related duties, as required

Knowledge, Skills and Abilities

- Knowledge of employment and training practices that help low-wage residents advance to high wage jobs
- Excellent knowledge of vocational and educational providers and services
- Knowledge of workforce development services and programs
- Knowledge of structural challenges that make it difficult for unemployed residents and low-wage workers to obtain and retain employment
- Knowledge of Management Information Systems
- Ability to communicate effectively both orally and in writing, and make presentations to diverse group of job seekers
- Ability to use word processing, spreadsheet, and database applications (i.e., MS Word, Excel, Access, etc.)
- Ability to lead instruction remotely using web-conferencing platforms, such as WebEx, Zoom, or MS Teams

Minimum Required Education and Experience:

- A bachelor's degree from an accredited college or university and
- Two years of experience in coordinating, monitoring and processing cases involving the provision of health, social, vocational or rehabilitation services to clients or equivalent combination of education and experience.

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

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