

## QUEST Career Coach

### QUEST Mission

Project QUEST strengthens the economy and transforms lives by preparing individuals for in-demand, living wage careers.

### Description:

The QUEST Career Coach will engage participants in identifying goals, developing leadership skills and planning a clear career pathway. Responsibilities will include enriching the participant experience through innovative service and expert guidance, from enrollment through occupational training, and job search and placement.

### Core Competencies

#### Participant Centric

1. Oversees and manages a participant caseload. Work with participants could span a week to several years, depending on an individual's needs.
2. Conducts final interviews with incoming participants to ensure quality and suitability of participant success.
3. Facilitate engaging and beneficial VIP (Vision, Initiative, and Perseverance) Meetings. Directly or through leveraged resources, which will serve as an opportunity to enhance professional development skills needed in the workplace of the future.
4. Responsible for utilizing key metrics to evaluate program results to include enrollments, graduates, placements, increase in wages, employment retention, and overall outcomes.
5. Utilize Apricot, a non-profit database software, which offers a secure comprehensive system for timely, appropriate, and effective data collection and reporting. Consistently collect and accurately enter data on service delivery; administering surveys for program monitoring and evaluation purposes; Maintain confidentiality of participant data.
6. Develop and maintain mutually engaging relationships with participants that will prevent barriers to successful completion with emphasis on intentional, intensive, intervention strategies.

#### Partner Collaboration

1. Cultivate, develop, and maintain mutually engaging relationships with training partners.
2. Serve as a collaborator between training partners and Project QUEST.
3. Participate or attend quarterly meetings, advisory board meetings, and graduation ceremonies, as the liaison between QUEST and training partner(s).

### **Pathway Process Engagement**

1. Develop a comprehensive understanding of prioritized industry sectors identified by Project QUEST to include funding and training requirements and future funding opportunities that align with QUEST's strategic objectives.
2. Create and maintain a customized career map that provides a career pathway map from beginning to end for each participant.

### **Desired Skills:**

- Effectively manages time and resources to bring daily tasks and projects to completion. Identifies critical and less critical activities and tasks and prioritizes daily workload accordingly.
- Excellent written, interpersonal and verbal communication skills.
- Ability to work effectively with a diverse community.
- Desire to always be learning.
- Possess a "CAN DO" attitude, with integrity.
- Proficiency in MS Office and Social Media (Facebook, Twitter, etc.).
- Possess reliable transportation.
- Adhere to the QUEST foundational concept of **ADEPT** - Accountable, Dependable, Excellent, Professional, and Team-oriented

### **Education and Experience**

- Bachelor's Degree in social science, human resources or related field, or 10+ years of related workforce development experience.
- Excellent customer service and experience in workforce development.
- Working knowledge of employment and training programs, federal, state and local regulations
- Knowledge of local community and the different ecosystems.
- Within 18 months of new position, must complete certification through both the Council for Adult and Experiential Learning and the National Association of Workforce Development Professionals.
- Flexible work hours with primary work schedule Monday-Friday 8:00am –5:00pm.

### **Salary and Compensation:**

Full-Time Entry Level Salary of \$38,000 annually - determined by related experience & education.

QUEST provides a comprehensive benefits package as part of overall compensation.

QUEST is an equal employment opportunity employer.

Please send resumes to [Lelani@QuestSA.org](mailto:Lelani@QuestSA.org)