



Job Description

Position: Coach
Reports to: Director of Reintegration
Status: Exempt
Hours: Full-Time / Maximum 40 hours per week
Hours of Operations: Mon-Fri 9am-5pm

Organizational Description. North Lawndale Employment Network is a comprehensive workforce development agency on Chicago's West Side dedicated to advancing the economic outcomes of the community's residents through innovative employment initiatives, including our social enterprises. In August 2021, North Lawndale Employment Network transitioned to a new campus which features a premier community café for residents and stakeholders.

Our Mission. To improve the earning potential of the North Lawndale community through innovative employment initiatives that lead to economic advancement and an improved quality of life for residents.

Opportunities. We are seeking a Coach to work directly with participants and manage caseloads for our clients. This individual will serve as general support for our participants; providing mentoring and support and connect participants to resources, as needed. Guide participants through transitional work experience and advancement opportunities.

Key Responsibilities.

- Manage a caseload of approximately 15 READI Chicago participants.
- Conduct weekly one-on-one coaching sessions with participants.
- Facilitate the development of individualized participant plans to achieve goals; continually reassess goals and progress toward goals with participant in weekly sessions.
- Review daily feedback performance reports from Crew Chiefs and respond accordingly with participant.
- As directed by the Director of Reintegration, visit work sites to enhance understanding of participants' behaviors in various settings.
- In collaboration with the Resource Coordinator, connect participants to appropriate services as needed.
- Serves as a general advocate for participants; provides mentoring and supportive case management services to participants in collaboration with Outreach partner.
- Provide job search assistance and support development of job search skills.
- Develop and lead work-readiness coursework and activities.
- Guide participants through transitional work experience and advancement opportunities.
- Become a trained facilitator for cognitive-behavioral group work; actively participate in CBT



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consultation and prep groups; facilitate cognitive-behavioral group sessions; enter participant daily feedback into appropriate systems.

- Participate in professional development trainings including but not limited to trainings focused on principles of trauma-informed care, cognitive-behavioral therapy, motivational interviewing, conflict de-escalation, harm reduction, and other relevant concepts, and apply that knowledge daily.
- As participants are ready to advance, work with participants to determine the advancement opportunities they want to pursue and connect them with appropriate opportunities.
- Perform assessments for participant career interests and aptitudes to match them with subsidized employment tasks, unsubsidized employment opportunities, and appropriate training,
- Lead work-readiness and job search skills instruction, including “soft skills,” resume preparation, interviewing skills, job search techniques, and related topics at the appropriate time in the TJ experience(in alignment with participant’s career stage).
- Participate in participant case reviews.
- Complete and submit all necessary paperwork, data entry, and reporting within 24 hours.
- Works hand in hand with the outreach provider staff and the READI Chicago to support participants’ success in READI Chicago.
- Support unsubsidized job retention efforts through participant follow-up contacts, check-ins with employers when appropriate, alumni visits and events.
- As directed by manager, facilitate TJ Orientation.
- Complete and submit timely and accurate incident reports.
- Ensures adherence to Centers for Disease Control and City of Chicago’s Department of Public Health’s guideline on managing public health pandemics including social distancing measures and wearing masks(self and participants).
- Perform other duties as assigned.

Qualifications.

- Bachelor’s degree in a relevant field of study such as social work or psychology required.
- Three to five years formal work experience performing case management, counseling/ coaching in a social service setting, preferably with formerly incarcerated individuals, opportunity youth, or similarly at-risk populations, required.
- Excellent written and verbal communications skills; excellent organizational skills.
- Computer literacy commensurate with job duties.
- Knowledge of workforce development and employment services for chronically unemployed individuals or individuals experiencing poverty.
- Knowledge of local ecosystem of support service providers preferred.
- Basic understanding of cognitive-behavioral therapy, motivational interviewing, and trauma-informed care.



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- Commitment to the mission and values of READI Chicago, as demonstrated by a professional approach that is strength-based, trauma-informed, inclusive, and grounded in human rights.

NLEN Core Values

Neighborhood-focused employment initiatives are fundamental.

Successful programs are neighborhood-focused and community-driven, so they meet the specific needs of individuals.

Quality of work matters.

People who work hard should not be poor. A full-time job must meet basic needs and offer conditions for engagement, advancement, and respect.

Economic mobility is essential to reducing poverty.

Family supporting wages and financial literacy are core to addressing economic insecurity, which disproportionately affects African American, Latino, and other families of color. Economic insecurity is not only impacting the poor; it has grown to threaten the middle class. Self-employment and entrepreneurship are critically important economic mobility strategies to generate income and boost household finances.

We must address the racial wealth gap and social inequality.

The United States' history of racially charged public policy has created the modern racial wealth divide not just through the legacy of slavery and Jim Crow, but through the more recent race-based discrimination in hiring, housing subsidies, tax subsidies, and veteran benefits as well as other implicitly and explicitly racist public policies.

Everyone deserves human dignity and empowerment.

To uphold this belief, we do all of our work in a manner that values human dignity and eliminates shame, humiliation, and stigma by building on the strengths that help our participants and community survive loss and trauma and rebalance the power dynamic between participants and authority figures.



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DISCLAIMER & ACKNOWLEDGEMENT

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I acknowledge receipt of this job description and disclaimer and have read and understand the contents therein.

Employee Signature

Date

Supervisor's Signature

Date