POSITION: NextGen Career Coach

WAGE: $36,000 - $39,000/salary DOE

LOCATION: IRCO main office, 10301 NE Glisan St., Portland, OR 97220

APPLY AT: www.irco.org

STATUS: Full Time with Benefits

PROGRAM(S): NextGen - Youth Workforce Development Department

OPENING DATE: February 18, 2020

CLOSING DATE: Open until filled

REQUIREMENTS: Driver License

GENERAL POSITION SUMMARY:
NextGen is one of the IRCO programs that prepares immigrant, refugee and other low income youth for 10-12 week “Bridge Trainings” in one of four high growth industries: Healthcare, Construction, IT, and Advanced Manufacturing. NextGen is a program funded through Worksystems to provide career counseling, classes, and occasional activities for program youth and operates in both Multnomah and Washington Counties.

The Career Coach is responsible for providing extensive and enhanced services to NextGen clients with on-ramps to employment pathways through training and occupational coaching in targeted industries with the goal of securing career track employment and Education. The Career Coach will provide coaching to enhanced individualized, long-term guidance and coaching for participants as they work through a career plan including progression through training and into employment or long term training. The Career Coach will be working with both project partners and other IRCO programs to ensure youth are connected to a career pathway program within the department or connected with other IRCO resources as needed.

ESSENTIAL FUNCTIONS

• Outreach to and recruitment of low-income, culturally, and geographically diverse immigrant, refugee, and other youth facing barriers to career development
• Facilitate participation in career exploration process to develop and successfully engage in a dynamic career plan. Manage a caseload of 35 to 40 youth
• Connect youth with centralized services, including “Bridge” trainings provided by the program funder
• Provide individualized career coaching to help participants explore training options, build employability, and develop life skills
• Attain and apply expert knowledge of available trainings in the fields of Healthcare, Technology, Construction, and Manufacturing
• With assistance from the Program Coordinator, learn and apply rules and criteria of client eligibility, allowable services and expenditures, and program outcome expectations
• Manage participant support services; follow program fiscal procedures
• Engage participants in job readiness activities that will address cultural and linguistic barriers to employment
• Assist participants with job search activities
• Develop a system to plan, monitor and document program and participant activities
• Link clients to community resources
• Complete data entry and case notes in a data management system in an accurate and timely fashion; keep confidential files
• Attend regular trainings provided by funding agency
• Learn and apply complex program rules and policies
• Coordinate with the NextGen team to deliver excellent client support and strong program performance
• Provide resource information for tutoring during occupational training or volunteer management as necessary
• Conduct Worksource’s Welcome process, registration and WIOA documentation as part of NextGen enrollment

**JOB SPECIFIC QUALIFICATIONS:**
• Bachelor's degree, or Associate’s degree and two years of relevant work experience: Social Work, Human Services, or Education preferred
• Ability to learn, understand, and explain the benefits, requirements, and eligibility criteria of a complex youth career development program
• Proficiency in Microsoft Office; Word, Excel, PowerPoint, Outlook and have the ability to use other software packages including internal and external e-mail/internet
• Ability to learn and access WorkSource services and ability to learn and maintain data entry using I-Trac software
• Ability to work autonomously and complete program objectives in a timely manner
• Successful candidates must have ability to maintain positive working relationships with agency, programs and with all community contacts
• Have strong project and time management skills
• Ability to function in a positive manner in a demanding work environment, to demonstrate a high degree of flexibility, to respond to priorities and schedules that change frequently, and to meet commitments
• Ability to meet multiple, sometimes conflicting deadlines with strong analytical and decision-making abilities
• Ability to work in a fast-paced environment and make good judgments as it pertains to clients/customers and community partners
• Ability to maintain a high level of confidentiality
• Must have strong skills in decision making, interpersonal skills, conducting presentations, teamwork, problem analysis, creativity, negotiation, customer service, training/supervising, perform basic math (add, subtract, multiply and divide), perform basic programming (database setup, setting system defaults, some software modification) and independent judgment
• Must be punctual, maintain a good attendance record, able to work flexible and variable hours
• Must be able to use basic office equipment including computer, multi-line telephone, copy machine, fax machine and office
• Ability to form good working relationships with immigrant and refugee youth
• Ability to become knowledgeable about and give youth guidance about trainings and education leading to careers in construction, manufacturing, IT-technology, and healthcare
• Ability to represent IRCO and NextGen professionally in diverse community settings
• Ability to maintain efficient notes and records; ability to learn and use a data management system
• Ability to work effectively and accountability and to solve problems with creativity and initiative; ability to collaborate with and within an established team
• Strong intercultural and communication skills
• Strong organizational skills

**KNOWLEDGE:**

**Education:** Associate's Degree (3)

**Experience:** 1-2 years of experience is required (3)

**Licensure, Certification:** None

**Additional Language Required:** Fluency in a second language preferred

**Computers:** All positions at IRCO require use of a computer and experience working with Microsoft Products including but not limited to Microsoft 365, Excel, Word, Outlook and PowerPoint. In addition this position specifically requires:
SKILLS:
Communication:
Regular communication inside and outside the organization to exchange ideas and gather information (5)
Creativity:
Minimal need for the redesign of single focus process or procedure is needed (2)

EFFORT:
Mental:
There is regular variation in tasks and the job holder must decide which tasks to complete as well as the order in which tasks are completed (3)
Physical:
Position requires little physical effort such as lifting, carrying, or constant movement, but does allow for movement needed to complete work tasks (1)

RESPONSIBILITY:
Impact and Influence:
Positions at this level have a some need or ability to analyze problem or concepts or make decisions on the information. Positions at this level have some impact to and influence on organization operations, programs, expense or budgetary outcomes. (3)
Work Independence:
Positions at this level work under close supervision, usually function from a clear set of operating processes or procedures, and have work closely reviewed. Little to no judgment and decision-making is required. (1)
Planning:
Positions at this level must be able to foresee issues associated with own work and identify future needs for supplies, equipment, resources which would stall operations or activities. (2)
Supervision:
Positions at this level are not responsible for any supervisory functions or responsibilities, but may occasionally be asked to orient and/or train new employees or volunteers. (1)

WORKING CONDITIONS:
Environment:
This level has a work environment that is well protected, with virtually no hazards or obstacles. There is very little element of personal risk or hazard. Job conditions are stable, usually well managed, and very comfortable. (1)
Schedule:
The work schedule is mostly stable and does not fluctuate without prior notice. (2)
HOW TO APPLY:
Applications are accessible on the IRCO website, www.irco.org or IRCO’s main office, 10301 NE Glisan, Portland, OR 97220, 503-234-1541. Attach resume and cover letter to IRCO application form. This position requires the completion of an IRCO application. Materials submitted without a completed application are considered incomplete and will not be considered. Due to the high volume of applications received, we will not be able to contact each applicant or return calls regarding the status of your application.

ABOUT IRCO:
The Immigrant and Refugee Community Organization (IRCO) is a non-profit organization established in 1976 to serve immigrants, refugees, and the broader community in Portland, Oregon. Our mission is to promote the integration of refugees, immigrants, and the community at large into a self-sufficient, healthy, and inclusive multiethnic society. Find out more at www.irco.org.

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