



JOB DESCRIPTION

Job Title: Adult Education Success Coach	Department: Adult Basic Education
Reports to: Associate Director	Job status: Exempt

JOB SUMMARY

The Adult Education Success Coach will work closely with Adult English as a Second Language and Adult Basic Education clients as a member of the Workforce staff to assist students in addressing barriers to employment and services. The Success Coach will work with adult students, including students with language barriers and of various immigration statuses to set professional goals by helping develop an individualized action plan for each student. They will assist students with their college search & applications, career search, resume writing, interview preparation, and the pre/post-employment onboarding process. The Success Coach will meet regularly with students to track and assess student progress. They will also support Adult Education workforce development initiatives such as IETs, post-secondary dual enrollments, and pre-apprenticeships.

Additionally, the Success Coach will work with case managers to refer students to wrap-around services provided by government agencies, WIOA partners, community partners, and internal HopeWorks services. The Success Coach will follow up with providers and ensure that service is being delivered. If services are not being delivered, they will identify and document barriers to accessing services including immigration barriers.

In addition to the work summarized above, the Success Coach will assist with day-to-day office related responsibilities such as welcoming and receiving students, answering phone calls, and supporting the student coordinators with intake and testing.

The effective Success Coach should have an understanding of basic customer service principles and proficiency with computers and software, such as Google Sheets and Google Docs. Problem solving skills and the ability to handle high pressure situations while maintaining focus on serving students are very important in this position. The Success Coach should also be able to use the provided resources to determine eligibility for services at various immigration statuses. They should be flexible, efficient, organized, and capable of solving problems.

The Success Coach should model HopeWorks values and ethics. To be effective in this position, one must be caring, empathetic, conscientious, confidential, culturally-sensitive, and client-centered. This individual should adhere to professional standards as outlined by rules and regulations governing their profession.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Career Coaching

- Conduct workshops focused on career exploration and interests
- Support student in search for employment
- Work with student to create a goal map and track progress
- Assist with resume writing, interview preparation, and employment preparation
- Support workforce development initiatives
- Assist with students with academic goals and college application.
- Recruit and assist students with IET programs
- Identify pathways and goals appropriate for various immigration statuses

Student Services

- Refer students to wrap around services
- Follow up with providers to ensure delivery of service
- Assist with working through barriers experienced by students
- Identify and document barriers to accessing services.
- Assist students with obtaining diploma from Diploma Sender
- Assist students with workforce platforms, ie, WIN & Northstar
- Identify services appropriate for various immigration statuses
- Document referrals and services received

Additional Duties

- Participate in AE team projects
- Promote positive communication and teamwork
- Perform basic office tasks, such as filing, data entry, answering phones, receiving new students
- Handle communications with clients and vendors via phone, email, and in-person.
- Hold workshops for groups of students as needed
- Other assigned duties as requested

EDUCATION & RELATED WORK EXPERIENCE

Education Level:

Bachelor's preferred and/or combination of Education and experience

Years Related Work Experience:

2-3 years related experience required; experience or knowledge of the U.S immigration process preferred, experience in academic and career advising; cross-cultural experience preferred; ; experience dealing with customers preferred; proficiency in language other than English preferred.

REQUIRED SKILLS AND KNOWLEDGE		
	REQUIRED	PREFERRED
A strong command of computer skills (Google Sheets, Google Docs, etc.) and data entry is required.	X	
Strong organizational and time management skills.	X	
Excellent interpersonal skills demonstrating an ability to establish a positive relationship with staff, students, board, community volunteers, donors, particularly with people of diverse backgrounds.	X	
Demonstrated ability to meet deadlines	X	
Strong written and verbal communication skills	X	
Demonstrated ability to work under pressure	X	
Must be able to answer multiple demands from multiple directions simultaneously without expressing frustration.	X	
Able to exercise judgment regarding matters of significance.	X	
Deals with confidential information on a daily basis and must respect the nature of the data.	X	
Bilingual		X

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS
Able to Remain in a stationary position, often standing or sitting for prolonged periods. Able to work in a shared space setting with distracting noise levels, such as from clients and office equipment.

Job Responsibilities

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. HopeWorks may change the specific job duties with or without prior notice based on the needs of the organization.

ACKNOWLEDGEMENTS	
Creation Date: 09/28/2022	Revision Date: 01/23/2024
Supervisor: I have approved this job description and reviewed with my employee.	
Signature:	Date:
Employee: I have reviewed this job description with my supervisor and acknowledge receipt.	
Signature:	Date:
Human Resources:	
Signature:	Date: