



*Our Mission: to end hunger and leverage the power of food to build a healthier community.
Our Vision: a healthy hunger-free, community.*

Revised: September 2017
Title: Career Coach
Department: Workforce Development Initiatives
Reports to: Director, Workforce Development Initiatives
Status: Full time, Hourly, Non-Exempt

General Description

The Career Coach is responsible for outreach and recruitment, orientation, training and assessment of Community Kitchen Institute (CKI) program participants. S/he will conduct daily job readiness trainings and one on one coaching. In addition, s/he will maintain relationships with local social service organizations and academic institutions to secure holistic, individualized approach to addressing participant barriers to employment. A successful career coach is someone who is able to bring compassion, high expectations and a critical lens to this unique workforce development opportunity.

Background Information

Community Kitchen Institute is a one-of-a-kind food and culinary training program that will prepare individuals with significant barriers to employment for sustainable careers in the growing regional food industry. The CKI model operates from the understanding that individuals facing employment barriers succeed in programs that:

- Provide opportunities to develop, practice and master workplace readiness (or soft skills)
- Offer clear, attainable and customized career pathways based on the participants assessed strengths, interests and aptitude and regional economic data,
- Model real work environments and connect training to practical, in demand work skills,
- Address predominant barriers to employment through program design, community partnerships and case management,
- Provide job placement and retention support.

In its inaugural year CKI anticipates enrolling a minimum of 38 participants in a year-long training program that offers flexibility, internships and a way forward towards middle skills employment opportunities.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Develop and facilitate outreach/recruitment? plan with goal of full enrollment for each cohort
- Conduct intake and assessment of prospective participants
- Orient new participants to the program
- Work one on one with participants to develop an individualized career plan.
- Provide life skills training in communication, anger-management, goal-setting, dealing with the past, etc.
- Provide job readiness, job search and employment support including resume preparation, interview preparation, coaching.
- Maintain community relationships through active outreach.
- Maintain detailed and organized records of all outreach activities, referrals and case management meetings.
- Maintain an understanding of the needs, skills and barriers of upcoming and current graduates through collaboration with Career Specialist, Chef Trainer and Executive Chef.
- Participate in case conferences with all WFD and relevant Foodlink kitchen and warehouse staff to assess and develop action plans for participants.
- Support internal staff development.
- Represent the organization on appropriate local work groups and at conferences.

Minimum Qualifications

- BA, BS in related field (or equivalent work experience) Social work or counseling concentration or degree preferred
- Minimum 3 years working with individuals who are overcoming barriers to employment
- Proven communication and relationship management skills
- Soft skills/ life skills training experience
- Proven coaching experience
- Case management experience
- Knowledge of local benefit system and social service resources preferred
- Excellent presentation skills, with demonstrated ability to read, engage and motivate varied audiences
- Experience effectively training/ leading classes with tight timelines
- Able to adapt, improvise and adjust for size of class, to fit class within the timeline
- Comfort working in a start up with all the risk, ambiguity and creative opportunity it offers
- Flexibility and willingness to evaluate and improve program design
- Resilience in the face of challenges in a professional environment

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work includes walking and standing for long periods of time, repetitive hand and arm movements, grasping and pinching with both hands, frequent use of the computer and telephone as well as frequent interaction with co-workers, cohorts and members within the community in a fast paced environment. The average weight range of items lifted is 1-10 pounds with a maximum weight lifted of 20 pounds occasionally.

Work is performed in a variety of settings including office, classroom and kitchen. The noise level is moderate.

Work Environment

The work environment characteristics described here are representative of those a team member encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the fast-paced work environment is usually moderate. *Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all-inclusive. Employees in this job will follow other instructions and perform other related duties as required.*

The Foodlink Way

- ✧ Passion and commitment to our mission ✧ Going above and beyond what is required
- ✧ Seeing our roles as more than just a job ✧ Proactively seeking improvements ✧ Having the ability to adapt to change

The Foodlink Way is description of who we really are as demonstrated by what we say we value and what we do to express those values.

To Apply: Submit a cover letter and resume via email to HR@foodlinkny.org or mail to 1999 Mt. Read Blvd. Rochester, NY 14615, attention Human Resources. Only serious applicants should apply. Only qualified candidates will be contacted.

Everyone is welcome here! Foodlink is an equal opportunity employer. All applicants will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, genetics, veteran or disability status.