

Workforce Coach – Evening/Night Shift

Cincinnati Works is seeking a **Workforce Coach**. The Workforce Coach will provide direct services that support Cincinnati Works (CW) Partner Employers' management and employee. The Workforce Coach will work collaboratively with managers to promote positive employer/employee relations and create a work environment which attracts and retains highly talented, energized, productive and engaged employees. The Workforce Coach will be a trusted coach collaborating with employees on their journey to employment success. As an embedded role, this individual will be located primarily on the employer site.

We are currently hiring for night shift; shifts will primarily occur between 10pm-6:30am. May possibly conduct remote coaching during evening hours (6pm-10pm).

PRINCIPLE DUTIES AND RESPONSIBILITIES:

- Delivers high quality service to partner employer's key stakeholders and workforce displaying excellent customer service skills, coaching acumen and HR knowledge which meet and exceeds partner expectations
- Responds to research, facilitate resolution, and escalate as necessary, employee relations issues relating to performance, attendance, tardiness, theft, harassment, Code of Ethics, alcohol and drug substance abuse as well as other sensitive issues
- Identify barriers to employee job retention and success using CW intake and assessment processes
- Track employee progress with development plan and barrier mitigation pathway
- Coach employee regarding career growth, job retention skills and attitudes. Facilitate assessments to provide insight regarding career interests and pathways
- Collaborate with employee to develop individual advancement goals once job retention has been established
- Facilitate educational programming as needed. Knowledge of adult learning models (ADDIE, VAK Learning styles, etc.)
- Oversees, inputs and maintains Salesforce database
- Compiles monthly/quarterly employment data and submits reports utilizing Salesforce database
- Flexible scheduling as occasional evenings and weekends may be requested

Qualifications:

- Bachelor's degree in human resources, education, social work, communication or related field
- 2-5 years' experience in human resources, employee relations, program development, educational counseling or career pathways and/or job coaching
- Working knowledge of applicable employment and labor laws
- Demonstrated experience in managing projects and coordinating the activities of multiple team members to complete a project

PREFERRED

- Experience in financial counseling
- At least 1 year of management experience

SALARY AND BENEFITS:

- Salary commensurate with experience and education.
- Benefits include health care plan, 401k plan with employer contribution, parking allowance, paid time off.

ABOUT CINCINNATI WORKS:

Cincinnati Works is a nonprofit organization that brings hope and encouragement to people living in poverty through a network of comprehensive employment services and over 75 employer partnerships. Founded in 1996 by Dave and Liane Phillips, the organization has helped thousands of job seekers below the federal poverty guidelines find employment and work toward economic self-sufficiency. Upon stabilization and retention of the job, coaching services are provided to enable Members to advance to higher paying jobs. This provides the community a previously untapped source of entry- and mid-level workers, decreased need for public resources, and solution-focused strategy to eliminate poverty in the region. These changes lead to the reduction in related problems including crime, poor health, and lack of education. With over 30% of the Cincinnati population living in poverty, the acute need for the organization's services is clear. Cincinnati Works is primarily privately funded; the FY2018 budget is approximately \$3.4 million.

HOW TO APPLY:

Send an email with "Workforce Coach" in the subject line to HR@cincinnatiworks.org. Include a cover letter, resume, and salary expectations.