



Position Title: Career Trainer/Coach
Department: Career Development
Reports To: Director of Career Development
FLSA/Status: Non-exempt/Full Time
Hiring Range: \$34,000 - \$40,100
Job Family: Direct Service 3
Revised: December 2017

WHO WE ARE

Mi Casa Resource Center (MCRC) is committed to advancing the economic success of families with limited opportunities through a holistic, individualized, and integrated model for service delivery. For over 40 years, we have provided award-winning workforce, small business, and youth development programs throughout Metro Denver. We partner with some of the area’s most respected organizations to provide a mix of economic and educational advancement services to assist families on their path to economic success.

Mi Casa offers career training pathways to help individuals achieve livable wages. Using a “sector-focused” approach that engages local industry to find those jobs that match the client base, Mi Casa works with Denver area employers to create training programs for basic career readiness and frontline staff roles in the financial services industry. Mi Casa also provides career coaching, including resume, interviewing and job search assistance.

POSITION SUMMARY

The Career Trainer/Coach is an instructor and coach for Mi Casa’s Career Development Program. The Trainer/Coach, in conjunction with Career Training Coordinator, is responsible for all daily activities of the classes, including lesson planning, instruction and evaluation. In addition, the Trainer/Coach is responsible for working one-on-one and in groups with participants to provide training and encouragement during job search. Focus areas for training and coaching include basic career readiness topics such as: career exploration/assessment, resume writing, interviewing skills, job search strategies; and financial services topics such as: customer service skills, cash-handling, overview of financial products, security and regulatory compliance.

KEY RESPONSIBILITIES:

Participant Interaction

- Directly instructs adult learners including preparation of lesson plans and materials for classes.
- Provides regular individual evaluation of participant progress.
- Fosters an inclusive environment using adult learning principles and a strengths-based approach.

Participant Interaction (tailored to participant needs)

- Instructs participants one-on-one and in a group setting on employment readiness strategies, financial services topics and contextualized digital literacy.
- Provides encouragement and motivational support to participants as they progress through job search.
- Identifies participant needs and adapts daily and weekly program plans, at times spontaneously, to meet both individual and group learning or motivation needs.
- Recognizes any additional needs for support and coordinates resource referrals and support services with the Career Navigator.

Mi Casa’s Mission: Our Mission is to advance the economic success of families with limited opportunities, as an organization grounded in our Latino heritage

Mi Casa’s Core Values: Community, Integrity, Innovation, Expanding Opportunities, Connection



- Connects participants to relevant job opportunities in coordination with Career Training Coordinator and Career Coach.
- Conducts follow-up with participants at regular intervals post-employment to provide support as needed and collect information and documentation about employment and job retention.

Operational Tasks

- Supports Career Team Members in identifying areas for program improvement.
- Creates and coordinates program supplies, resources and scheduling for training programs.
- Works with Career Team to develop relationships and manage partnerships with other community, career, and educational-based organizations as well as employer partners.

Independent Judgement

- Oversees daily classroom instruction, coordinates schedules, develops and adapts curricula, and program structure.

Evaluation

- Responsible for tracking, collecting necessary documentation and conducting data entry for key participant milestones including training enrollment, training completion, employment and retention. Accountable for data accuracy.
- Enters data in Sales Force database as required

Fundraising & Grants Management

- Coordinates participants to assist and attend specific events, as needed
- Contributes to fundraising efforts of the agency, as needed

REQUIRED QUALIFICATIONS

- BA/BS in social science or education or an equivalent combination of education and experience.
- 2 years of experience in classroom instruction related to workforce development, adult basic education, or English language learning.
- Knowledge of the Financial Services industry a plus.
- Proven track record in career services, including experience with resume, cover letter, and job application review.
- Strong computer and software skills (Microsoft Office, Salesforce).
- Excellent communication skills, including exceptional skill in writing, editing, and proof-reading. Ability to communicate with diverse populations.
- Valid Colorado Drivers' license, a good motor vehicle record and reliable transportation.

KEY COMPETENCIES

- Demonstrated commitment to a strengths-based approach
- Respect for low-income and diverse communities
- Strong presentation and group facilitation skills
- Taking initiative and demonstrating proactive approaches
- Excellent interpersonal communication
- Strong attention to detail and organization

Mi Casa Resource Center is an equal opportunity employer.

Interested persons should email a cover letter and resume to jobs@MiCasaResourceCenter.org by February 6, 2018. Interviews may occur as qualified candidates apply.

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