



CAREER COACH

PURPOSE:

The Career Coach will be an integral part of our team, working one-on-one with clients to help them develop employment skills, advance in their current roles, or find new career opportunities that lead to sustainable employment with a living wage and benefits. Candidates should be comfortable using technology to provide virtual services and meet with clients via platforms such as Teams. This position may require evening and weekend hours, as well as local travel.

Fluency in Spanish is strongly preferred.

PRIMARY RESPONSIBILITIES INCLUDE:

- Engage in the Ascend Dallas coaching methodology, coaching adults one-on-one and in groups regarding career exploration and planning, employment search, skill preparation and application preparation.
- Assist with outreach efforts to recruit clients seeking career services.
- Assist clients with developing action plans for career goals; provide appropriate and timely follow-up; document all actions in client database.
- Coordinate and track referrals to community assistance programs to increase client success.
- Document all client progress, prepare progress reports, celebrate successes.
- Track and report participant outcomes.
- Research and stay current on industry practices and trends.
- Participating in cross-training to support financial coaching services.
- Establish positive relationships with community partners.
- Perform various administrative support duties.

Agency

- Understand the mission of Ascend Dallas, communicating programs and services effectively, serving as a primary community liaison for and coalitions and partners.
- Meet established targets and KPIs.
- Supports agency mission, procedures, and outcomes by demonstrating eagerness to learn and assume responsibility; seeking out and accepts increased responsibility. Showing persistence and seeks alternatives when obstacles arise; taking initiative to offer resolution plan; Working within the system in a resourceful manner to accomplish reasonable work goals; showing flexibility response to process change and adapting to and accommodating new methods and procedures.
- Accepts direction and feedback from supervisor and follows through appropriately.
- Performs other duties as assigned.

QUALIFICATIONS, KNOWLEDGE & EXPERIENCE:

- Bachelor's degree in social work or related field preferred; minimum of 2-4 years prior experience working with employment services.
- English/Spanish bilingual proficiency is strongly preferred.
- Commitment to Ascend Dallas mission and values including an understanding of barriers faced by low-income families.
- Personal qualities of maturity, self-awareness, empathy, flexibility, cultural humility, and an exceptional capacity for
- team and community building.
- Must be able to work flexible schedule, including some nights and weekends.
- Must have reliable transportation for local travel

PERKS & BENEFITS

- Medical/Dental/Vision/Short-Long Term Disability.
- Company paid Life Insurance
- 401k with company match
- Optional remote workdays
- Paid Parental leave
- Generous PTO package including extended time off from December 24th to New Years

SALARY RANGE

- \$55,000 to \$59,000

HOW TO APPLY:

Ascend Dallas is an equal opportunity employer. For immediate consideration, qualified candidates should submit a resume via email to jobs@ascenddallas.org