

Title: Workforce Coordinator

Position: Supporting The Well's commitment to removing barriers and creating economy by facilitating daily program operations and resource navigation

Compensation: \$40,500

Responsible to: Workforce Manager

Overview:

The Well CDC's Career Development program holistically supports our participants as they build skills and remove barriers to work. In our program, students will earn a certification in their course of study, write their resumes, and practice interviewing. Classes also include workshops on soft skills, emotional regulation, job retention, digital literacy, financial planning, mental health, and emotional wellness. Before graduating from the program, participants will have opportunities to meet with community partners and address barriers to employment like childcare, legal backgrounds, and the benefits cliff.

Main Objective: To use your gifts and talents to support a community-focused, holistic workforce development program that seeks to remove barriers and increase access for residents to retain employment, increase stability, and improve their over-all health and well-being. This position is for an unspecified duration and constitutes "at will" employment.

Job Description

I. Career Development and Community Support

- a. Facilitate program applications, intake, and enrollment.
- b. Execute daily program operations.
- c. De-escalate and problem solve issues that affect daily operations.
- d. Ensure program participants are connected to supportive resources within Greater Akron to support the holistic needs of the individual.
- e. Develop and maintain relationships with community service providers.
- f. Alongside the Workforce Manager, maintain post-graduation follow-up communication, relationship building, and outcome tracking.
- g. Manage childcare staff and provide coverage when required.
- h. Create and maintain a safe environment when working with current, past, and potential participants.

II. Process Management

- a. Implement and refine processes to ensure effective connection and successful outcomes between program participants, facilitators, and community support services.
- b. Help measure and track program impact through qualitative and quantitative data collection.

III. Resident Services

- a. Support the Resident Services department in community outreach, organizing, and engagement

IV. Requirements

- a. Background/experience in social work, resource navigation, public health, mental/emotional wellness, and/or a related field.
- b. Ability to relate to and work with diverse types of individuals.
- c. Ability to work independently and as a team in a fast-paced environment.



V. Expectations

- a. Hours: 40 hours per week
- b. Meet with your supervisor on a weekly rhythm.
- c. Common Business Courtesy
 - i. Return phone calls and emails within 24 hours
 - ii. Be on time to meetings, events and programs.
- d. Maintain a neat and organized workspace, sharing office space
- e. Adhere to related staff policy and procedures
- f. Assist with other The Well CDC staff or tenants, as needed