



WOMEN'S **RESOURCE** CENTER  
STRATEGIES FOR WORK. SKILLS FOR LIFE.

**POSITION TITLE:** New Beginnings Career Coach (Kent County)

**POSITION TYPE:** Full Time, hourly

**POSITION SUMMARY:**

Under the direction of the Senior Program Manager, this position will assist economically disadvantaged women, single mothers, women moving out of poverty and others incarcerated in the Kent County Correctional Center. This incredible program will support participants as they transition back into society and help them secure and retain employment. We are there for them!

Services are provided within a gender-responsive and racial equity framework. Responsibilities include participant recruitment/orientation, assessment and customized plan development; solution-focused case management to resolve barriers, employment /education/training referrals, placement and retention, assist with mentor recruitment, mentor matching and oversight in conjunction with the mentor coordinator and management of participant records.

**ESSENTIAL JOB FUNCTIONS:**

- Provide program services in the Kent County Correctional Center for female inmates meeting specified program criteria.
- Review case files of referred participants, conduct initial intake, and administer/interpret employment assessments to make enrollment decisions.
- Successfully transition New Beginnings participants into standard WRC services upon re-entry to the community.
- Provide case management services to participants to overcome barriers and access needed resources in the community and intervention when job jeopardy issues surface during post placement follow up contacts.
- Assist participants to set attainable SMART goals both long and short term.
- Collaborate with mentoring interactions with the Volunteer & Mentor Manager. Assist in facilitating mentor trainings as a member of the New Beginnings team, both initial and ongoing, for program mentors.
- Assist with scheduling workshop attendance and enrollment into programs at partnering education/training institutions to enhance job readiness and employability;
- Assist with developing resumes and cover letters, identify opportunities for employment and assist with the application and interview process;
- Interface with employers and gather feedback to aid in maintaining successful employment;
- Maintain relationships with staffing agencies to aid in matching participants with labor force needs;
- Collaborate with Leadership team for program grant requests when applicable.

- Follow all grant requirements that are placed on programming by current funders/grantors.
- Through research and professional development activities, maintain current knowledge of best practices in the workforce development field.
- Actively participate as a member of the WRC program team to improve programming quality, effectiveness and delivery. Internal collaboration is essential for program success.
- Input and maintain timely participant information and progress in Salesforce.
- Provide excellent customer service to both internal and external stakeholders.
- Provide consistent, timely, and accurate communication with all supervising field agents and jail and community partners to ensure effective coordination of services and participant accountability.
- Follow all grant requirements that are placed on programming by current funders.
- Through research and professional development activities, maintain current knowledge of best practices in the workforce development field.
- Other duties as assigned.

#### **EDUCATION/TRAINING:**

- Bachelor's degree and/or related experience in Criminal Justice, Social Work, Psychology, Human Resources or related field desired.
- Eligibility for Case Management Certification and/or Global Career Development Facilitator credential desired.

#### **EXPERIENCE:**

- Excellent interpersonal and communication skills, ability to quickly engage participants and facilitate progress through coaching, sensitivity to socio economic and cultural situations, and a passion for WRC's mission.
- Experience working in a mentoring or advising role.
- Must be very comfortable with public speaking with ability to communicate ideas, advice, feedback and critiques professionally and concisely in individual and group settings.
- Ability to recognize areas for improvement and develop plans to aid in personal and career growth.
- Must own the process and outcome of equipping WRC participants for success in targeted high-growth industries.
- Experience with Salesforce or similar client database management platforms, desired.
- Knowledge of workforce or industry trends in West Michigan is highly recommended;
- Experience working to support and implement large scale, multi-dimensional projects, preferred.
- Working in a true team, partnerships with community members while keeping participants and process first in mind.

#### **SPECIAL REQUIREMENTS:**

- Ability to work a flexible schedule, including some evenings and weekends.
- Must be proficient in Microsoft Office, including but not limited to Excel, Word, PowerPoint and Outlook with mastery level knowledge and experience, preferred.
- Bilingual (Spanish) desirable.
- Must have a valid Driver License and reliable transportation for travel (ex., jail, partner agencies).

**ESSENTIAL PHYSICAL REQUIREMENTS:**

- Sufficient mobility and strength to move about the facility.
- Ability to be mobile throughout the community.

**BENEFITS**

- Competitive benefits package: medical, dental, vision, short term disability, participation in 403(b)
- 4 weeks paid time off (PTO). Accrued biweekly, available to use after 90 days.
- 13 Paid Holidays

**PAY**

- Hourly range \$20.00 - \$22.00 based on experience (\$41,600 - \$45,760)
- Biweekly direct deposit

**To Apply:**

Please submit the following to Trudy Ender, CEO, [tender@grwrc.org](mailto:tender@grwrc.org)

- Submit cover letter and resume as one (1) document
- Two professional letters of reference

**Posting will be open until position is filled; interviews will begin as qualified applications apply.**

***Please, no telephone calls.***

**Women's Resource Center is an Equal Opportunity Employer**

**Our Mission:**

Equipping women to achieve purpose, fulfillment and financial stability through meaningful employment.

**Our Vision:**

All women will achieve their full potential.

**Our Values:****Accountability**

We take responsibility by holding both our participants and ourselves accountable

**Advocacy**

We advocate for our participants and act as catalysts for systems change.

**Excellence**

We deliver evidence-based quality services offering exceptional experience.

**Inclusion**

We recognize and embrace the diverse experiences of our participants and team to foster a culture of respect and dignity.

**Relevance**

We adapt our services to existing economic and communication conditions.

**Trust**

We maintain the highest level of privacy.

**Our Commitment:**

Women's Resource Center (WRC) advocates for equity, diversity, and inclusiveness. Our mission is part of a greater movement to provide programs and services that educate and empower workplace success and transform the employment experiences and outcomes for all women. WRC is committed to creating an equitable and inclusive culture, free of racism and discrimination, where individuals have the opportunity to achieve success in the workplace, attain economic independence, and bring their authentic selves to work.

If you're passionate about making a tangible impact on the lives of women and thrive in an environment where empowerment is the norm, we invite you to consider this exciting opportunity! You'll play a vital role in helping participants secure meaningful employment and providing ongoing support for their success. Join a team of motivated and empowered individuals who are dedicated to uplifting others. If this resonates with your values and drive, we encourage you to apply!