



## **JOB DESCRIPTION**

**POSITION TITLE:** Career Coach-Empower Program

**POSITION TYPE:** Full Time, Non-Exempt (40 hours/week)

**REPORTS TO:** Program Director

**PAY RANGE:** \$18.32 - \$20.67 per hour (equivalent to \$38,100 - \$43,000 annually, based on 40 hours/week)

## **POSITION SUMMARY**

Under the direction of the Program Director, the Empower Career Coach is responsible for assisting Women's Resource Center's participants with navigating program services, needs-related resource connections and advancement or entry into employment. This individual is responsible for assisting women from all walks of life, including economically disadvantaged women, single mothers and others in transition, to secure and retain employment.

Services will be 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, and management of participant records. The number of participants who improve income and self-sufficiency through employment measures success in this position. It is vital that the Empower Career Coach understands, embraces and supports the mission and values of WRC.

## **ESSENTIAL JOB FUNCTIONS**

- Meet individually with participants to determine skill level, work experience, and education/training needs;
- Guide participants through assessments and create an individualized career plan
- 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;
- Assist with identifying professionals to participate in industry specific interview panels;
- Input and maintain timely participant information and progress in data system
- Coordinate supports that will assist the participant with attendance and participation in program activities and make referrals to partnering agencies as appropriate;
- Assist participants to set attainable SMART goals both long and short term.
- Provide employment-focused support by helping participants identify barriers and access needed community resources through warm referrals to partner agencies, ensuring those barriers do not interrupt progress toward job readiness or retention. The Career Coach also intervenes when job jeopardy issues arise during post-placement follow-up to help participants maintain employment.
- Provide excellent customer service to both internal and external stakeholders.
- Work to connect participants with employers to develop job opportunities and advocate in the hiring process for program participants.
- Actively participate as a member of the WRC program team to improve programming quality, effectiveness and delivery. Internal collaboration is essential for program success.
- Act as agency liaison to the Employment Services Collaborative weekly navigator meetings.
- Facilitate referrals between WRC and partner agencies.
- Other duties as assigned.

### **EDUCATION/TRAINING**

- Bachelor's degree and related experience in Communications, Marketing, Psychology, Human Relations, Social Work or related field, required
- Eligibility for Case Management Certification and/or Global Career Development Facilitator Credential, preferred

### **EXPERIENCES**

- Excellent interpersonal and communication skills, ability to quickly engage participants and facilitate progress through coaching, sensitivity to socioeconomic and cultural issues, and a passion for WRC's mission.
- Experience working in a mentoring or advising role
- Must be very comfortable with public speaking and be able to communicate ideas, advice, feedback and critiques professionally and concisely in individual and group settings;
- Ability to recognize weaknesses 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 client database management platforms, preferred
- Knowledge of workforce or industry trends in West Michigan is highly recommended;
- Experience working to support and implement large scale, multi-dimensional projects, preferred

## **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) preferred
- Must have a valid Driver License

## **ESSENTIAL PHYSICAL REQUIREMENTS**

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

## **TO APPLY**

Please submit the following to: [Operations@grwrc.org](mailto:Operations@grwrc.org) by 5:00 pm, May 15, 2026

- Submit a cover letter and resume as one (1) combined document
- List three (3) professional references and NOT three (3) personal references

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

*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 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.