

JOB DESCRIPTION



TCH • REACH CENTER



POSITION TITLE:	Employment Coach (Spanish/English)	DEPARTMENT	Employment Services
EMPLOYMENT TYPE:	Regular Full-Time, Non-Exempt	/FUNDING:	ORIA-LEP
FTE:	100%	REPORTS TO:	Employment Services Manager
		SALARY:	\$41,580-\$44,000

REVIEWED 2023

JOB SUMMARY:

Tacoma Community House is a highly regarded, community-driven service center dedicated to supporting immigrants, refugees, and individuals from the South Sound community in their quest for personal growth and empowerment. Established in 1910, we have been instrumental in equipping numerous individuals with the necessary skills to adapt to a new culture and achieve remarkable personal and professional accomplishments. Through our comprehensive programs and services, we inspire and enable individuals to forge their own paths to success and fulfillment.

The Employment Department's services are tailored to the specific needs of each individual, recognizing the diverse backgrounds and aspirations of those it serves. Whether it's job training, career counseling, resume building, interview preparation, or job placement assistance, the department works tirelessly to provide the necessary support and guidance throughout the employment journey.

With a community-driven approach, the department collaborates closely with local employers and businesses to create opportunities and bridge the gap between job seekers and employers. This collaboration not only benefits the individuals seeking employment but also contributes to the overall growth and prosperity of the South Sound community.

As a highly regarded service center, Tacoma Community House's Employment Department remains a beacon of hope and opportunity for those seeking to achieve personal growth and empowerment through gainful employment. Its legacy of success continues to make a profound impact on the lives of countless individuals, fostering a stronger, more inclusive community for all.

Employment Coach plays a vital role in providing employment services within our community. The primary focus is on serving refugees, immigrants, the public, and young adults. This role

provides coaching and education to low-income individuals and families enrolled within our Center for Strong Families (CSF) programming. The Employment Coach works closely with clients for up to three years to establish basic job readiness, to assess and set goals, and to help clients move towards self-empowerment. Successful outcomes are essential in achieving the goals and objectives of the department and agency.

We strongly encourage individuals with personal, shared, or lived experience as an immigrant, refugee, or formerly homeless young adult to apply for these positions. We recognize the value of diverse perspectives and believe that firsthand knowledge of the challenges faced by our participants will greatly contribute to the success of our organization.

KEY RESPONSIBILITIES:

- Provide employment coaching to adults, including initial and follow-up assessments, goal setting, and referrals
- Work proactively and effectively to move clients toward their employment goals
- Understand and educate clients on employment readiness skills and tools, including resume development, job searching, and interviewing
- Provide clients with retention services, helping them maintain employment and advance to higher-paying positions and industries
- Seek out and promote best practices in service delivery, especially utilizing emerging technologies, and digital platforms
- Administer a wide range of services in support of clients' employment goals, including transportation assistance, educational fees, work supplies, clothing, personal hygiene, and more
- Regularly review changes to financial, family, or employment situations to determine whether changes are needed to existing employment goals, training plans, and strategies
- Work closely with other employment coaches to establish, develop, and maintain relationships with employers in service of clients
- Work closely with financial coach to meet CSF service requirements to provide complete bundle of services to each client
- Actively participate within the CSF network, collaborating with program partners in service of clients
- Follow program guidelines and meet contractual outcomes for service delivery to ensure client success
- Prepare and maintain physical and digital files and data in a timely and accurate manner, and in accordance with program deadlines and requirements
- Meet regularly with clients in person, virtually, over the phone, and in group settings

- Facilitate weekly, monthly, and quarterly workshops and trainings for a diverse group of adult participants
- Travel within the community to attend meetings and conferences to connect with partners and clients, including work sites, educational institutions, and other service provider locations
- Utilize language access tools or interpreters when language support is needed
- Collaborate and strategize within the Employment Services Team, and various departments within TCH
- Other duties as assigned

REQUIREMENTS

Personal –

- Ability to fluently read, write, and speak in both Spanish and English.
- Demonstrated ability to establish rapport with diverse groups of people across the community, including with staff, participants, donors, board members, trustees, volunteers and others.
- Deep respect and compassion for underserved communities.
- Ability to multitask, while maintaining a high level of accuracy.
- Dedication to maintaining confidentiality and the ability to determine how it must be applied.
- Valid driver’s license, personal vehicle, and proof of insurance
- Desire to innovate and implement ideas resourcefully, as an individual contributor and within the team.
- Commitment to inclusivity and equity, as a goal and an approach.
- High degree of emotional maturity and cultural competence as it relates to working with LGBTQIA+ populations, people of color, and at-risk youth and young adults.
- Willingness to admit mistakes and learn new things.

Experience & Skills –

- Ability to multitask in a fast-paced environment.
- Career coaching, case management, foreign language proficiency, and workshop development skills are advantageous.
- Experience navigating community resources and training others.
- Ability to organize and prioritize multiple projects and meet hard deadlines.
- Ability to respond quickly to critical situations and make sound decisions.
- Ability to work well under pressure, to rapidly assess problems, and to develop solutions.

- Highly proficient computer skills, including data entry and word processing.
- Comprehensive proficiency in Microsoft Suite.

Other –

- Willingness to submit a background check and openly discuss.

PREFERRED QUALIFICATIONS

- Administrative experience in a busy, professional environment.
- Bachelor's degree or equivalent experience.
- Experience implementing program guidelines and establishing and maintaining effective working relationships with clients.
- Experience working with people from diverse cultural, educational, and economic backgrounds.
- Experience in case management, providing consultations, intake, and assessments.
- Experience working in a culturally diverse environment with people from a variety of cultural, educational, and economic backgrounds.
- Knowledge of Pierce County resources for low-income populations.
- Knowledge and understanding of Pierce County's immigrant and refugee population.
- Knowledge of and/or formal training the following areas: Equity, inclusion, and anti-racist practices; Cultural competency in issues faced by immigrants, refugees, youth and young adults, victims of crime, and LGBTQ individuals.

PHYSICAL REQUIREMENTS & WORK CONDITIONS

While performing the duties of this job, the employee is *regularly* required to:

- Remain in a stationary position for extended periods of time
- Present or instruct in front of up to 30 people in a classroom or virtually
- Operate a computer and other office equipment, such as a copy machine or calculator
- Move around the building
- Access files and/or supplies in cabinets and/or drawers close to the ground
- Communicate with coworkers and with clients whose primary language may not be English
- Review electronic and physical data for accuracy

While performing the duties of this job, the employee may *occasionally* be required to:

- Transport up to 20 pounds at a time.
- Access files and/or supplies in tall cabinets.
- Use metal fasteners in file folders.

This position primarily works indoors in an office environment but may also occasionally work outdoors. Noise levels may vary depending on the work environment. There may be opportunities for this position to work remotely on occasion and/or to work a flexible schedule, with supervisor's approval and depending on the needs of the department. Individuals in this position may be expected to navigate difficult and uncomfortable situations while working with participants who have suffered trauma.

WHY WORK AT TACOMA COMMUNITY HOUSE?

Your paycheck is only part of your total compensation package. Employees also have access to a benefits package worth about 30% of your salary.

Compensation – \$41,580-\$44,000/year depending on experience and qualifications.

Insurance – We offer a comprehensive health care benefits package including medical, dental, and basic life insurance.

Retirement – Tacoma Community House employees may participate in a 403b plan which includes generous support from the agency after 1 year of service.

Paid Leave – Leave benefits include 24 days of paid time off in the first year and 11 paid holidays.

We Are a Welcoming Workplace

Inclusion and empowerment are an integral part of who we are – our history, our culture, our identity. These values lead us in our operations as we strive to build and nurture a workforce that reflects the communities we serve and connects to each other in our dedication to equity and social justice.

Tacoma Community House is one of the longest-serving nonprofits in Tacoma and is committed to increasing the diversity of its staff and clients and to strengthening sensitivity to diversity throughout the agency. TCH is an equal opportunity employer and service provider and does not discriminate based on race, color, sex, age, religion, creed, disability, national origin, political or union affiliation, marital status, sexual orientation, Vietnam era veteran status or other non bona fide job requirement.

At Tacoma Community House, we firmly uphold the principles of equality and nondiscrimination in all our interactions with our staff, participants, and the broader community. We vehemently oppose discrimination based on race, color, sex, religion, creed, age, national origin, marital or military status, sexual orientation, gender identity, the presence or perception of any sensory, mental, or physical disability, genetic information, or any other status or characteristic protected by local, state, or federal law. Our dedication to promoting inclusivity and diversity is

unwavering, and we strive to create an environment where every individual is treated with respect and fairness.

APPLICATION PROCESS

Please e-mail a Cover Letter that specifically addresses how your background makes you the best fit for this position, your Resume, and three (3) Professional References to Jobs@TacomaCommunityHouse.org.