

Veterans Success Coach Position Description

Atlanta Center for Self Sufficiency, Inc. (ACSS) empowers financially vulnerable individuals in our community to become self-sufficient, sustainably employed and economic contributors to society. Our programs include CareerWorks, a comprehensive job readiness training and job placement program; Veterans Employment and Training Program (CVET), a targeted initiative aimed at helping homeless veterans re-integrate into the workforce; and Career Services @ Westside Works, a neighborhood-based workforce collaborative striving to increase access to job training, education services, and good jobs. ACSS is also a designated LISC Financial Opportunity Center® and offers a range of financial empowerment services that complement our workforce development programs.

Job Title: Veterans Success Coach	FLSA Status: Exempt
Supervisor: Veterans Program Manager	Direct Reports: None

Position Summary: The ACSS Veterans Success Coach supports the agency’s efforts to prepare homeless veterans to identify career goals, engage in meaningful training, and obtain employment. The Veterans Success Coach duties include intake and assessment, job readiness and life skills training, career counseling, case management, job placement and job retention support, and data collection.

Organization-Wide Competencies: To perform the job successfully, an individual should demonstrate the following competencies.

- **Mission Focused-** Carries out the mission by living the values of ACSS.
- **Collaborates Cross-Functionally-** Works effectively with other departments, sharing information and insights to better the organization while working towards common goals.
- **Continuously Transforms-** Exhibits a willingness to learn new things and improve the status quo.
- **Communicates for Impact-** Demonstrates effective communication skills in working with others.
- **Takes Pride in Client’s Success-** Expresses a willingness to put clients’ success as first priority, taking great pride when clients break the cycle of homelessness.
- **Energized by Challenging Situations-** Individual not only embraces challenges, but is energized by complex tasks.
- **Is a Leader-** Influences others to accomplish the mission in ways consistent with the values of ACSS.
- **Demonstrates Initiative-** Determines what needs to be done and accomplishes these goals and/or objectives with little or no prompting.

Leadership Competencies: To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- **Demonstrates Accountability-** Takes full responsibility for results and takes ownership of all responsibilities and commitments. Delivers results within prescribed time while taking into account quality standards and impact. Operates in compliance with ACSS policies and procedures.
- **Effective Decision Making-** Makes informed and timely decisions and takes responsibility for these decisions. Modifies decisions based on new information. Involves others in the decision making process from all levels when necessary to enhance decision-making.
- **Commitment to Outcome Measurement-** Embraces strong evaluation and reporting processes to demonstrate effectiveness. Identifies ways to refine and improve service delivery.

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Position Responsibilities/Essential Job Functions:

- Conduct outreach and recruitment of eligible veterans, including but not limited to: engaging new and existing partners, participating in onsite and offsite recruitment activities, facilitating orientation sessions, and conducting intake interviews and assessments for incoming clients.
- Manage an ongoing caseload of eligible veterans seeking to accomplish career and self sufficiency-related goals; Assist clients to identify and remove barriers that impede successful attainment of those goals. Activities include individual development planning, internal and external referrals, guided access to support services, résumé development, job placement assistance, peer groups, and tracking client progress toward successful goal attainment.
- Facilitate various job readiness and life skills workshops (classroom-based and virtual).
- Remain up-to-date on labor market trends, social work practices, and community resources available to assist ACSS clients in achieving self sufficiency-related goals.
- Provide career counseling to help clients make informed career decisions and prepare them for desired training and job/entrepreneurship opportunities.
- Facilitate client enrollment in skills-based training, and track completion and/or certification.
- Provide a hands-on approach to assist clients in identifying job opportunities, submitting applicable job applications, and interview preparation.
- Proactively monitor goal achievement, job attainment, job retention and provide follow-up support to assist clients to achieve long-term success.
- Ensure timely data entry and maintenance of accurate program records in accordance with ACSS guidelines and those of our funders.
- Ensure that efforts to recruit, manage, and retain volunteer support are maximized.
- Maintain an understanding of ACSS' programs, goals, and key issues.

Essential Skills and Experience:

- Bachelor's degree required, preferably in social work or related field.
- Minimum 2 years career counseling or case management experience. Ongoing professional development is a plus.
- Proven knowledge of Strengths-Based Case Management and the ability to drive client success.
- Knowledge of systems that pertain to workforce development, homelessness, veteran services, and income supports.
- Ability to produce and interpret performance data for the purposes of proactively identifying barriers to success and developing solutions.
- Flexibility in work hours and work environment as needed to support client needs.
- Ability to facilitate training, both classroom-based and virtually. Familiarity with online meeting platforms (Zoom, MS Teams, WebEx, etc.).
- Intermediate knowledge of Microsoft Office software programs.
- Familiarity with local, state and federal grant programs and monitoring requirements.
- Experience using ClientTrack, Salesforce, or other client database tool.
- Ability to represent the organization in a compelling way, in a variety of environments.
- Good decision-making skills, honesty, ability to recognize when others need to be involved in activities or decisions.
- Work professionally and effectively in a team environment.

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Job Specific Performance Objectives:

- Provide exceptional customer service to clients, which includes compassionate interactions, frequent contact, warm hand-offs on referrals, and follow-up on missed appointments & phone calls within 24 hours.
- Seek to assist 95% of clients to complete the CareerWorks bootcamp and 90% to complete an Individual Development Plan.
- In partnership with job development staff, strive for 80% credential and/or job attainment within 90 days of enrollment and 80% job retention among your assigned caseload.
- Ensure that all data and documentation is accurately recorded into the required data tracking systems within 48 hours of contact and/or change in client status.

General Expectations:

General sign-off: The employee is expected to adhere to all company polices and to act as a role model in the adherence to polices.

Physical demands and work environment: The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Commitment to Equal Opportunity: ACSS believes that all people are entitled to equal opportunity employment. We follow state and federal laws prohibiting discrimination in hiring and employment. We do not discriminate against employees or applicants on the basis age, race, color, religion, gender identification, disability, sexual orientation, national origin, family composition, or any other characteristic protected by state or federal law. This policy applies to accepting staff, interns, volunteers and individuals served by ACSS.

Salary range is \$42,000 to \$48,000, depending on experience. Health insurance and other benefits are offered to employees as outlined in the ACSS Employee Handbook.

To apply, please email a résumé and cover letter to jobs@atlantacss.org. No phone calls please.