

Career Coach and WorkSource Liaison Roles

Through its Aligned Partner program, Worksystems partners with a variety of community-based organizations and agencies that want to move their low-income, high need populations to self-sufficiency by connecting them with career track employment. Career Coaches provide intensive support to assist clients to create career plans and access WorkSource services to meet their training and employment goals. WorkSource Liaisons provide training and on-going technical assistance to support case managers in accessing the range of workforce services available for their clients.

Career Coach

Provide relationship based guidance and coaching to assist individuals to succeed in training and find employment.

Screening and Assessment

- **Screen** to assess motivation and readiness to increase basic skills, participate in training and job search activities, and find employment.
- Conduct **Career Mapping** (Career Mapping workshop and Resource Planning sessions, and Integrated Resource Teams, when necessary).

On-going Support

- Maintain **regular contact** with participants.
- **Update Career Plans** regularly, use as a tool to guide next steps and manage progress toward goals.
- Assist in developing plans for accessing **resources** needed to reach goals (including basic needs, transportation, childcare, etc.) .
- Coach about basic **soft skills** (i.e. punctuality, attendance, communication, hygiene, time management, social interaction, etc.).
- Guide and coach participants as they access appropriate **WorkSource services, engage in trainings, and conduct job searches.**
- After employment, assist with **retention** and career advancement.

Program Infrastructure & Improvement

- Meet bi-weekly with WorkSource liaisons to review participant Career Plans
- Participate in trainings about WorkSource
- Attend relevant monthly Career Coach Trainings.

WorkSource Liaisons

Provide training and technical assistance to career coaches to increase their capacity to support participants.

Training

- Provide **training** to career coaches on WorkSource services and systems and Career Mapping.
- Develop and facilitate bi-monthly training workshops for career coaches.

On-going Support and Coaching

- Meet biweekly with career coaches to review Career Plans and progress, and recommend additional next steps.
- Assist career coaches to identify participants who are motivated and ready to participate in program activities.
- Provide on-going technical assistance about career coaching and using WorkSource services to meet career goals.
- Update career coaches about system processes and resources.

Program Infrastructure & Improvement

- Attend regular meetings with other WorkSource liaisons and WSI staff
- Review program performance data to ensure accuracy and monitor progress toward goals.
- Work with WorkSource, Worksystems and partner staff to address any challenges that arise.
- Communicate with WorkSource staff to ensure smooth connection or participants to services.