

WORK SUCCESS . . .

Where **JOBS** are Landed and **CAREERS** Launched!

Work Success Coaches

Selection Process & Criteria, Responsibilities, Training & Philosophy

Selection Process:

1. Work Success Coach selection is a competitive process, including the following application requirements and concluding with an employment interview:

- a. Resume
- b. Cover Letter
- c. Application essay answering the following questions:

Describe how your background matches the selection criteria.

Describe your vision of a productive Work Success experience from the job seeker's perspective.

In your opinion, how does Work Success support the "Demand Driven" and "Work First" departmental philosophies?

Why do you want to be a Work Success Coach?

2. Work Success Coach to Participant Ratio:

1 Work Success Coach	=	Up to 15 participants
2 Work Success Coaches	=	30 participants

Selection Criteria:

- Dynamic; have the ability to empower and inspire job seekers to recognize their strengths; people-oriented and goal focused.
- Post-secondary degree or experience equivalence facilitating Job Clubs and assisting customers find employment.
- Group facilitation, training or teaching experience.
- Public speaking and effective, assertive communication skills.
- Presentation design and implementation.
- Organization, time management, follow up and follow through.
- Commitment to exceptional customer service.

- Ability to handle difficult subjects with job seekers, such as appearance, hygiene and attitude barriers that may hinder their job-finding efforts.
- Sensitive and responsive to the needs and wants of job seekers; ability to teach, encourage and give positive feedback and support for individual accomplishments; mentoring skills.
- Conflict management/resolution skills; mediator.
- Positive, “can do” attitude; ability to provide specific feedback and positive reinforcement.
- Professional role model for job seekers.
- Knowledge of successful job finding techniques, including applications, resume writing, interviewing, job search technology and networking.
- Knowledge of area labor market information and demand driven occupations; coach job seekers on preparing and finding jobs in the area.
- Rapport with local employers and knowledgeable of area job openings.
- Demonstrated knowledge and practice of “Demand Driven” and “Work First” philosophies.
- Working knowledge of FEP program, policy and procedures.

Responsibilities:

- Manage the daily operations of the Work Success program (check in sessions, motivational and job search training, job boards, success boards, report back sessions, follow through, reporting to Employment Counselors and celebrations).
- Assess the training and support needs of job seekers.
- Train job seekers on pertinent job search topics.
- Assist job seekers with daily goals and planning.
- Provide one-on-one assistance and support to job seekers as needed.
- Coordinate with Employment Counselors regarding customer participation.
- Collaborate with Employment Counselors, Job Developers and LCTs in supporting job seeker’s employment goals.
- Gather customer “Job Search Activity” records and calculate participation hours; conduct random verifications.
- Plan and implement “celebration” activities recognizing job seeker accomplishments.

- Whenever a Work Success Coach has 5 customers enrolled in Work Success, they will not have case management or employment counseling responsibilities or be expected to provide coverage for upfront staff.

Training:

1. 2-day Statewide Work Success “Gathering” for Coaches
Wednesday & Thursday, 8:00 a.m. – 5:00 p.m.
2. On-going Training and Connection Plans

Observations, Feedback and Support from State Program Specialist

Reporting and Accountability of Participation and Implementation

Statewide Recognition of Work Success Accomplishments

Statewide Work Success Gathering– every 6 months until program is established and successful; once a year or as needed thereafter

Statewide Blog – Knowledge Sharing for Work Success Coaches

Statewide Wall/Post – Knowledge Sharing for Job Seekers

Philosophy Statement:

Work Success Coaches. . .

- Embrace and apply the “Work First” approach with all employment-ready customers.
- Are future focused recognizing all customers are job seekers first with the potential to make positive contributions to employers and the Utah economy.
- Are life-long learners who acknowledge the positive role of change and are willing to adapt in order to accommodate the needs of an evolving job seeker and employment market.
- Are goal-oriented helping job seekers find employment within the two-week parameter of the Work Success experience.
- Approach customers from a positive strength-based perspective and emphasize what customers “can do” rather than what they “can’t do.”
- Are action-oriented and use training, role modeling, group activities and one-on-one support to help job seekers accomplish their employment goals.
- Provide a structured framework and facilitate supportive group environments designed to track and monitor job search progress.

- Coach, encourage, praise, re-direct and follow up as job seekers implement job finding strategies and achieve employment goals.
- Celebrate customer success and job seeking efforts through positive feedback, group recognition, encouragement, suggestions and ideas.
- “Live their resumes” and consistently role model professional communication, relationships, work ethic, behavior and appearance.

STATE OF UTAH
DEPARTMENT OF WORKFORCE SERVICES
HUMAN RESOURCES



POSITION ANALYSIS FORM (PAF)
For Recruitment

DPR#	Unit/Org	Service Area/Division

Job Title	Job ID
Workforce Services Specialist	

Working Title	Time in Position
Work Success Coach	

Current Supervisor	Supervisor's Phone #

Location and Work Address

Physical Requirements	Working Conditions
<input checked="" type="checkbox"/> Sedentary <input type="checkbox"/> Moderate <input type="checkbox"/> Strenuous	<input checked="" type="checkbox"/> Everyday Risks <input type="checkbox"/> Special Risks <input type="checkbox"/> High Risks

Y If Applicable

<input checked="" type="checkbox"/> Travel Required	<input type="checkbox"/> Required Response Time	<input type="checkbox"/> Afternoon Shift
<input type="checkbox"/> On Call / Standby	<input type="checkbox"/> Rotating Shifts	<input type="checkbox"/> Graveyard Shift

Purpose of Position / Distinguishing Characteristics:

Manage the daily operations and mandatory activities of the Work Success program (check in sessions, life skills and job search training, networking and success boards, report back sessions, follow through, communication with staff, participant recognition). Assess the training and support needs of Work Success participants. Train participants on pertinent job finding topics. Assist participants with daily goals and planning. Provide one-on-one assistance and support to participants as needed, including completing applications, resume reviews, mock interviews, job finding tips, networking strategies and goal setting. Coordinate and collaborate with Employment Counselors, Job Developers, Employers and LCTs in supporting participant's employment goals. Gather customer "Job Search Activity" records, calculate participation hours and conduct random reviews of information. Plan and implement recognition activities of participant accomplishments.

UTAH JOB MATCH (UJM) POSITION ANALYSIS FORM (PAF)

Task List

%	Task	E/M	Knowledge/Skills/Abilities	Level	R	T
50	<p>Manage the daily operations and mandatory activities of the Work Success program (check in sessions, job search and life skills training, networking and success boards, report back sessions, guest speakers). Assist customers with Career Portfolio Development. Review participant's Career Portfolio documents providing specific feedback and improvement suggestions.</p>	E	<p>Dynamic; have the ability to empower and inspire participants to recognize their strengths; people-oriented and goal focused</p> <p>Deal with people in a manner which shows sensitivity, tact, and professionalism</p> <p>Handle difficult subjects with participants including barriers that may hinder their job-finding efforts (appearance, attitude, hygiene)</p> <p>Group facilitation, training and/or teaching skills</p> <p>Presentation design and implementation</p> <p>Organization, time management, follow up and follow through; ability to set high standards and demonstrate consistent application of program expectations with participants</p> <p>Positive "can do" attitude; ability to provide positive and specific feedback</p> <p>Rapport with local employers and knowledgeable of area job openings</p> <p>Demonstrated knowledge and practice of "Demand Driven" and "Work First" philosophies</p>			
25	<p>Assess the training and support needs of participants. Work one-on-one with participants training, coaching and mentoring in completing applications, resume writing, job searching, networking and goals setting skills.</p>	E	<p>Sensitive and responsive to the needs and wants of participants in their efforts to find employment; ability to teach, encourage and give positive feedback and support for individual accomplishments; mentoring skills.</p>			

E/M: Essential/Marginal	R: Required Skill	T: Trainable Skill
<p>LEVEL:</p> <ul style="list-style-type: none"> 0 – Requires little or no previous knowledge or work experience 1 – Requires general knowledge OR limited experience 2 – Requires specialized knowledge and/or work experience 3 – Requires specialized knowledge, high skill level, and extensive experience S – Requires supervisory experience (used in conjunction with above levels, e.g., 2S) 		

UTAH JOB MATCH (UJM) POSITION ANALYSIS FORM (PAF)

%	Task	E/M	Knowledge/Skills/Abilities	Level	R	T
			<p>Knowledge of successful job-finding techniques, including applications, resume writing, interviewing, job search technology and networking.</p> <p>Professional role model for participants in work ethic, dress, attitude, behavior and speech.</p> <p>Conflict management/resolution skills/mediator.</p> <p>Commitment to exceptional customer service.</p> <p>Speak clearly, concisely and effectively; listen to, and understand, information and ideas as presented verbally</p> <p>Agency and community resources and services</p> <p>Read, interpret and apply policies, guidelines and procedures.</p>			
15	Assists participants in completing Job Search Activity records; record and calculate hours; conduct random verifications.	E	<p>Enter, transcribe, record, store, or maintain information in either written or electronic form</p> <p>Find, gather and collect information or data</p> <p>Organize information in a clear and concise manner</p> <p>Use automated software applications</p> <p>Evaluate information against a set of standards</p>			
5	Coordinate, collaborate and communicate with Employment Counselors, Employers, Job Developers and LCTs in reporting participant's progress and supporting job-finding goals. Market Work Success to staff; report in staff meetings.	E	<p>Communication and presentation skills.</p> <p>Speak clearly, concisely and effectively; listen to, and understand, information and ideas as presented verbally</p>			
5	Ensures compliance with applicable federal and/or state laws, regulations, and/or agency rules, standards and guidelines, etc.		<p>Applicable laws, rules, regulations and/or policies and procedures</p>			

E/M: Essential/Marginal	R: Required Skill	T: Trainable Skill
<p>LEVEL:</p> <p>0 – Requires little or no previous knowledge or work experience</p> <p>1 – Requires general knowledge OR limited experience</p> <p>2 – Requires specialized knowledge and/or work experience</p> <p>3 – Requires specialized knowledge, high skill level, and extensive experience</p> <p>S – Requires supervisory experience (used in conjunction with above levels, e.g., 2S)</p>		