

**Agency:** STRIVE  
**Job Title:** Career Coach/Retention Specialist  
**Reports To:** Lead Career Coach



**STRIVE's Vision** is for everyone to have the opportunity to achieve economic self-sufficiency, dignity, and a promising future for themselves and their families.

### **POSITION SUMMARY**

The Career Coach/Retention Specialist is responsible for identifying, developing and maintaining a job retention system. This position will be required to work collaboratively with the Class Instructors, Case Managers, Employment Specialist, and clients. The Career Coach/Retention Specialist will ensure that the clients are provided with ongoing support.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Provide support for students in the areas of: Employment, career development, clothing, continued education, and referrals
- Research and verify employment retention milestones via fax, site visits, mail, etc.
- Two-year retention follow-up on all participants who completes training
- Update and maintain records for Government and City contracts
- Assess the skills, needs, interests, and aptitudes of clients and provide personalized advice and guidance on career development
- Maintain on-going contact with participants in an effort to identify any personal and social problems that may arise
- Coordinate with Employment Specialist to develop and maintain job retention information with employers on working participants.
- Offer crisis management and referral to support services or additional educational programs to participants who lose their jobs to help them find a replacement job as quickly as possible.
- Other duties as assigned.

### **MINIMUM QUALIFICATIONS**

- One (1) year of case management or related experience
- A bachelor's degree in social work or related field, such as psychology, vocational rehabilitation, or occupational rehabilitation from an accredited institution required or 4 years of related experience
- Highly organized, detail-oriented
- Able to keep a positive and upbeat attitude
- Must be patient and sensitive
- Ability to be patient and sensitive to individuals with disabilities
- Excellent verbal, written and interpersonal communication skills
- Willing to make client home visits, as necessary
- Must be computer literate with a working knowledge of MS Word, MS Excel, and Outlook