

**Name:**

**Job Title:** Job Development & Retention Coordinator

**Department:** Community Services – Employment & Training

**Reports To:** RISE Program Manager

**FLSA Status:** Non-Exempt

**OVERALL PURPOSE**

Responsible for supporting program participants in securing and maintaining employment as part of their journey toward self-sufficiency. This role includes facilitating job readiness and retention services, engaging with employers and workforce partners and contributes to the effective delivery of employment services in alignment with program goals.

**ESSENTIAL FUNCTIONS**

**1. Participant Engagement & Case Coordination**

- Collaborate with program staff, partners, and case managers to support participant employment goals
- Guide participants through job search and retention services
- Monitor and track progress toward meaningful employment
- Participate in case reviews and Direct Service Team (DST) meetings, providing updates as needed

**2. Job Development & Retention Services**

- Review referrals and initiate timely outreach
- Develop and implement job readiness activities aligned with in-demand local occupations
- Assist participants with resumes, cover letters, interview preparation, and job coaching
- Serve as liaison between participants and employers to support successful placement and retention
- Monitor participant progress throughout the retention phase

**3. Documentation & Reporting**

- Maintain accurate and up-to-date records in shared systems
- Complete progress notes
- Ensure compliance with program documentation and file requirements

**4. Community & Employer Outreach**

- Build relationships with local businesses and community agencies to promote program services and job opportunities
- Represent the program at community meetings and events
- Coordinate efforts and explore dual enrollment opportunities in WIOA Title 1 services

**5. Adaptability and Continuous Improvement**

- Identify opportunities for process improvement and implement best practices
- Cultivate an environment focused on delivering high-quality results
- Adapt to evolving organizational needs and contribute to strategic planning for future growth
- Pursue opportunities for continued professional development

**OTHER DUTIES**

1. Attend all relevant meetings and community committees
2. Provide coverage when other staff scheduled off from work
3. Secure office at the end of each day and ensure all lights/machines are turned off
4. Maintain cleanliness of workstation
5. Perform other related duties as requested

## **QUALIFICATIONS**

### **EDUCATION**

- Post secondary degree in related field preferred

### **EXPERIENCE AND/OR TRAINING**

- Experience with case management, counseling or direct care in lieu of degree will be considered
- Experience in community-based programming preferred
- Experience in an office environment preferred

## **COMPLIANCE & EMPLOYMENT REQUIREMENTS**

- Ability to obtain and maintain all required clearances and background checks
- Fulfill responsibilities as mandated reporter
- Maintain strict confidentiality of participants, clients, and organizational information

## **ADDITIONAL JOB REQUIREMENTS**

- Foster a positive, cohesive, and collaborative work culture
- Address and resolve day-to-day operational challenges promptly and efficiently
- Make informed decisions that align with organizational goals and values
- Communicate effectively with co-workers or customers
- Adapt to changes in work environment
- Utilize creativity and organizational skills
- Stay abreast of technological advancements and integrate relevant tools to enhance office efficiency



To excel in this role, one must proficiently execute each vital task. The specified criteria outline the necessary knowledge, skill, and/or ability. Reasonable adjustments may be implemented to facilitate individuals with disabilities in carrying out these crucial functions.

I have carefully reviewed the provided job description and comprehensively grasp the outlined requirements. I am capable of fulfilling the essential functions of the role, whether with or without accommodations. I commit to executing all duties and responsibilities to the best of my capabilities.

**Employee Acknowledgement**

**Supervisor Acknowledgement**