



## Job Announcement

**Job Title:** SNAP 50/50 Career Coach  
**Department:** Employment & Economic Development  
**Reports to:** Director of Employment & Economic Development  
**Hours:** Full-Time (40 Hours per week), Non-Exempt, Hours between M-F, 8-5  
**Salary:** Starting at \$18.43-\$20.16/hour  
**Benefits:** Generous benefits package

***Want to help make a difference?*** Human Solutions counters the forces that keep people and communities in poverty by building relationships and assets that create opportunity - today and for future generations.

We partner with people and communities impacted by poverty so they can achieve long-term housing and economic security. We invest in affordable housing and community assets that contribute to strong, inclusive neighborhoods. We advocate with our community for policies and investments that expand housing and economic opportunity, eliminate wealth inequality and end poverty.

East Portland/East Multnomah County, Oregon is our home and the heart of our investments, advocacy and programs.

Human Solutions envisions vibrant, healthy neighborhoods where all people can share in the security, hopes and advantages of a thriving, supportive community.

Human Solutions operates as a nimble, financially strong organization driven by our passion, strategic goals and [guiding principles](#).

Diversity, inclusion and [equity](#) are fundamental values for Human Solutions, both internally and externally. HSI has an Anti-Oppression Diversity Committee, which serves as a sounding board for new internal policies and procedures to make sure that we're taking into account diversity and inclusion. It also helps with diversity-related projects, such as coordinating staff diversity trainings and providing ongoing input into our equity work.

Human Solutions is working to end homelessness and poverty in our community because everyone deserves a safe place to call home.

***What Human Solutions Can Offer You:*** We offer a comprehensive array of benefits in support of your physical, emotional and financial well-being. A few highlights:

- Employer paid premiums for employee health insurance.
- Generous paid time off, 13 paid holidays, a floating birthday holiday and the ability to maintain a great work/life balance.
- Employer paid premiums for short-term and long-term disability insurance and life insurance.
- Access to an employee assistance program.
- Flexible spending accounts for health and for dependent care.
- Professional development opportunities, including employee driven committees and monthly optional staff workshops.

- Access to wellness initiatives and resources including things such as walking groups, yoga classes at two office locations and workshops on stress management, self-care and healthy living.
- Opportunity to contribute to a 401k retirement plan with a 2% employer match after three months of employment.
- A six-week paid sabbatical after every seven years of consecutive employment with HSI.

### **GENERAL POSITION SUMMARY:**

The Workforce Skills Coach is responsible for providing enhanced services to SNAP benefit recipients pursuing career pathways through life skills training, work-readiness training, and financial empowerment coaching. The CEO Project is a multi-agency collaborative effort under the A Home For Everyone initiative and funded through Worksystems Inc. The Career Coach Coach will be working with all project partners to provide enhanced services to SNAP recipients within the CEO Project. The position requires frequent travel to the CEO Project partner agencies which include: IRCO, Latino Network and Human Solutions. The key responsibilities include:

1. Outreach/recruitment of SNAP eligible recipients
2. Encourage participant engagement in WorkSource Portland Metro (WSPM)
3. Facilitate life skills, career mapping, financial empowerment, and other work-readiness workshops.
4. Provide job searching support
5. Referral to community supports
6. SNAP benefit retention management

### **ESSENTIAL DUTIES:**

- Provide ongoing outreach and recruitment of low-income and geographically diverse SNAP recipients residing in Multnomah County. This may involve planning and implementing new recruitment strategies and techniques.
- Engage participants in Career Mapping workshop to identify strengths, gifts and capacities, develop employment goals and address barriers to employment. Provide typed and recorded results to participant's career coach.
- Learn and apply SNAP and ABAWD rules to ensure that program participants are receiving benefits.
- Assist participants with job search activities.
- Develop a system to plan, monitor and document program and participant activities.
- Maintain accurate records and statistics to reflect project activities.
- Participate in all available trainings provided by partner agencies, county, and funder agency.
- Provide careful data entry and case-noting of participation and monthly verification.
- Provide continuous and enhanced life skills, soft skills development and work-readiness instruction to help participants build employability.
- Engage participants in job readiness activities that will address barriers to employment.
- Link eligible and ready clients to community resources.
- Provide resource information for tutoring during occupational training or volunteer management as necessary.
- Facilitate strong communication with all project coaching staff and key partners.

### **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities

## **QUALIFICATIONS:**

Any combination of education and experience that demonstrates the ability to perform the duties of the position is qualifying. This would typically include:

- Proficiency in Microsoft Office; Word, Excel, PowerPoint, Outlook and have the ability to use other software packages including internal and external e-mail/internet
- Ability to work autonomously and complete program objectives in a timely manner
- Successful candidates must have ability to maintain positive working relationships with agency, programs and with all community contacts
- Have strong project and time management skills
- Ability to function in a positive manner in a demanding work environment, to demonstrate a high degree of flexibility, to respond to priorities and schedules that change frequently, and to meet commitments
- Ability to meet multiple, sometimes conflicting deadlines
- Strong analytical and decision-making abilities
- Ability to work in a fast paced environment and make good judgments as it pertains to clients/customers and community partners
- Ability to maintain a high level of confidentiality
- Must have strong skills in decision making, interpersonal skills, conducting presentations, teamwork, problem analysis, creativity, negotiation, customer service, training/supervising, perform basic math (add, subtract, multiply and divide), perform basic programming (database setup, setting system defaults, some software modification) and independent judgment
- Must be punctual, maintain a good attendance record, able to work flexible and variable hours
- Must be able to use basic office equipment including computer, multi-line telephone, copy machine, fax machine and office supplies

## **MINIMUM EDUCATION & EXPERIENCE REQUIREMENTS:**

- Bachelor's degree or equivalent experience (4 years)
- Experience in career coaching, instruction or case management preferred
- Experience with pre-employment activities and job search skill development
- Preferred knowledge of SNAP and ABAWD rules and requirements
- Preferred knowledge of WorkSource Portland Metro system including I-match and the ability to learn I-track database tracking system
- Knowledge of local resources and community supports
- Experience with data entry software and strong typing skills
- Knowledge and/or experience working with low-income populations
- Fluency in English required and another language preferred

## **HOW TO APPLY**

Please send resume with cover letter and three professional references to: Ricardo Lopez, Employment Programs Manager to [rlopez@humansolutions.org](mailto:rlopez@humansolutions.org) . References need not be written, simply the names and contact information for three people who are familiar with your work. At least one should be a supervisor or former supervisor. Open until filled. No phone calls please.