



ORANGE COUNTY UNITED WAY JOB DESCRIPTION

Job Title: Workforce Development Coach, Upskill OC	Reporting To: Program Manager, United for Financial Security
Department: United for Financial Security	Position: Full time / Non-Exempt

Purpose of Position:

Orange County United Way (OCUW) is seeking an experienced, self-motivated, and client-focused Workforce Development Coach to support UpSkill OC participants pursuing a living wage career. UpSkill OC helps dislocated workers, unemployed & under-employed adults move from unemployment or low-wage positions into long-term, living-wage occupations. UpSkill OC connects qualified candidates to training, support, and jobs by partnering with local government agencies, community-based organizations, and the business community. The program ensures a strong job pipeline that matches the employer's needs with trained candidates. This is a grant funded position.

Key Duties and Responsibilities

- Conduct monthly check-ins with participants to monitor progress and address educational, training, or programmatic challenges.
- Create and maintain Individualized Employment Plans (IEPs) for each participant, outlining career goals, training needs, and action steps.
- Track participant progress and update case notes in Salesforce.
- Assist participants with career exploration, resume development, interview preparation, and job search strategies.
- Support clients in setting and achieving career goals, particularly in high-demand industries such as healthcare, IT, cybersecurity, and skilled trades.
- Provide ongoing guidance and motivation to help participants overcome barriers to employment.
- Connect participants to job opportunities with partnering employers and provide support during onboarding.
- Support with employer site visits, career talks, and networking events.
- Participate in program evaluation, quality assurance, and continuous improvement efforts.
- Collaborate with the team to ensure a seamless participant experience and achieve program goals.
- Maintain accurate and up-to-date participant records in Salesforce.
- Prepare reports on participant progress, job placements, and program outcomes.
- Ensure compliance with program requirements and funding guidelines (e.g., WIOA).
- Conduct and support program outreach efforts.
- Participate as a member of the United for Financial Security team and perform other tasks as assigned.



Job Requirements/Technical Knowledge

- Experience in workforce development, career coaching, or case management.
- Familiarity with Orange County post-secondary educational institutions and employer networks.
- Proficiency in Microsoft office suite tools

Core Competencies

All employees, in performing their respective tasks and duties, are to perform quality work within deadlines, with or without direct supervision; interact professionally with other employees, customers, and suppliers; work effectively as a team contributor on all assignments; and work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.

Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

Interpersonal Skills - Maintains confidentiality; listens to others without interrupting; remains neutral and unbiased; remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly; listens and obtains clarification; responds well to questions; participates in meetings.

Written Communication - Writes clearly and informatively; edits work for spelling and grammar; able to read and interpret written information.

Language Skills - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; ability to write routine reports and correspondence; ability to speak effectively before groups of customers or employees of organization

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is frequently required to be able to remain in a stationary position 75% of the time. The person in this position needs to occasionally move about inside the office to access file cabinets, records, and office machinery. Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine and computer printer. Occasionally ascends/descends stairs, and constantly positions self to maintain computers in the office, including under the desks. The person in this position frequently communicates with coworkers and customers who have inquiries about our business operations and the community we service; therefore, the person must be able to exchange accurate information. The employee must occasionally lift and/or move up to 25 pounds.

Compensation

\$29 - 35 per hour Depending on Experience. Competitive benefits.



Send Resume and Cover Letter To:

recruiting@unitedwayoc.org

Orange County United Way

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