

## Workforce Development (GoodwillNext) Coach

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Locations Indianapolis, IN

job requisition id

2025 - 11092

*This position is based out of our corporate office (1635 W. Michigan St. Indianapolis) and the overall range is \$22-\$25/hr. including benefits (below):*

### Job Summary

GoodwillNext develops education and certification solutions for individuals with a high school diploma to increase their economic mobility and close the growing skills gap in our communities. The goal is to alleviate the problem of an estimated 500,000 Hoosiers who are presently either underemployed and unemployed. The Coach offers career guidance, training, employment placement, and barrier removal, in support of the participant to reach their career goals. Efforts are tracked to educational and employment outcomes. The Coach works directly with the SNAP Employment and Training Project Manager to braid funding, utilize resources for SNAP E&T participants, and track data as required. The Coach works with minimal supervision and relies on self-direction to complete goals as established by the organization.

### Example Duties and Activities

- Implements and adheres to all components of GoodwillNext program: job readiness, training, work experience, employment, retention, and partnership.
- Assesses participants to conclude the nature and degree of assistance and refers them to appropriate services.
- Coaches participants to act on and achieve their long-term educational and employment goals. Conducts one-on-one follow-up with participants to continually monitor efforts and measure progress. Makes recommendations to provide guidance and counseling.

- Organizes and presents job readiness preparation either one-on-one or in small groups. Stays abreast of current labor market data to provide students information on employment opportunities.
- Initiates, builds, and maintains networks with key community partners including Goodwill staff (community agencies, educational institutions, financial liaisons, and employers) to enhance the menu of wrap-around services provided to participants. Serves as the primary point of contact with community partner organizations to receive and manage client referrals.
- Creates and manages participant database and files. Generates status reports and makes adjustments as needed. Tracks, documents, and communicates program-specific metrics utilizing multiple reporting systems.
- Participates in the evaluation and continuous improvement of GoodwillNext.

#### Required Competencies

- Degree and Credential Requirements: NONE! We value candidates who can demonstrate capability and articulate how prior experiences will help them contribute. We believe in continuous learning and professional development.
- Industry Expertise - Has worked assisting people with personal development plans that have included education, employment, and/or financial goals that have improved their situation.
- Established Contacts - Maintains and grows a professional network of community resources, health care providers, and others as appropriate to the organization.
- Communication Skills - Articulates thoughts and expresses ideas effectively using oral, written, visual, and non-verbal communication skills, as well as listening skills to comprehend customers' needs. Delivers information in person, in writing, and in a digital world.
- Technical Knowledge - Has working knowledge of G Suite, MS Office, and Indiana Career Connect (ICC). Prior Efforts to Outcomes (ETO) knowledge is an additional plus.
- Client Engagement - Takes a strengths-based, client-centered approach to developing relationships at all levels while establishing appropriate boundaries. Adept at delivering feedback that is constructive and unbiased. Creates and maintains a safe environment for open discussions.

- Self- and Team-Reflection - Evaluates one's own attitudes and actions to recognize successes and areas for self-improvement. Seeks and replies appropriately to feedback. Elicits and considers differing viewpoints when reviewing issues. Models concepts of motivational interviewing, coaching, and reflective practice.
- Autonomy - Takes initiative without waiting to be directed, does what is asked, and works until the job is completed. Takes ownership of mistakes and learns from them rather than makes excuses.

#### Preferred Competencies

- Information Monitoring - Collects and reviews information to manage or improve processes and/or activities.

#### Other Requirements

- Ability to occasionally work a flexible schedule beyond normal business hours.
- Is willing to travel to participants' homes, workplaces, community centers, and other venues at times that are convenient to individuals being served.
- Background Screening - All candidates must pass a pre-employment background check. Must have a valid driver's license, up-to-date auto insurance, and a good driving record.

Benefits: Full-time employees may participate in a comprehensive benefits program that includes:

- Continuing education and leadership development as well as tuition reimbursement
- Comprehensive health plan
- Paid time off (PTO) and paid holidays
- Parenting and sabbatical leaves
- Life, dental and vision insurance
- Nationally recognized preventive health and wellness program
- Section 125 pretax health spending account, dependent care spending account, and premiums
- Retirement options with generous company % match

- Daily pay options available
- Free mental health support with up to 15 free sessions for you and any family members
- Free nurse health coaching services on site

Mission and Values: [click here](#)

*Goodwill of Central and Southern Indiana is an EEO Employer/Vet/Disabled*

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