



**ORANGE COUNTY UNITED WAY
JOB DESCRIPTION**

Job Title: WORKFORCE DEVELOPMENT COACH, UPSKILL OC	Reporting To: PROGRAM MANAGER
Department: UNITED FOR FINANCIAL SECURITY	Position: FULL-TIME/NON-EXEMPT

Purpose of Position

Orange County United Way (OCUW) is seeking a dynamic, client-centered Workforce Development Coach to empower participants of the UpSkill OC program in achieving sustainable, living-wage careers. This initiative supports dislocated, unemployed, and underemployed individuals by connecting them to high-quality training, career guidance, and employment opportunities. Through strategic partnerships with government agencies, community organizations, and employers, UpSkill OC builds a robust talent pipeline aligned with industry needs. *This is a grant-funded position.*

Key Duties and Responsibilities

- Conduct monthly one-on-one coaching sessions to assess participant progress and address barriers related to education, training, or employment.
- Develop and maintain Individualized Employment Plans (IEPs) that outline career objectives, training pathways, and actionable steps.
- Document participant interactions and progress using Salesforce, CalJOBS, Assist OC and other reporting and payment systems, while ensuring timely and accurate case notes.
- Provide personalized career services including resume building, interview preparation, and job search strategies.
- Guide participants in identifying and pursuing career opportunities in high-demand sectors such as healthcare, IT, cybersecurity, and skilled trades.
- Offer motivational support and practical solutions to help participants overcome employment challenges.
- Organize eligible supportive services and training-related assistance, including transportation, training costs, tools, uniforms, testing fees, employment readiness needs, and other approved participant supports.
- Facilitate job placements by connecting participants with employer partners and supporting onboarding processes.
- Coordinate and participate in employer site visits, career panels, and networking events to enhance exposure and engagement.
- Contribute to program evaluation, continuous improvement, and quality assurance efforts.
- Collaborate closely with internal teams to ensure a seamless and impactful participant experience.
- Maintain comprehensive and up-to-date records of participant outcomes, including job placements and training completions.
- Prepare reports and presentations on program metrics and success stories.



- Ensure full compliance with program guidelines and funding requirements, including WIOA standards.
- Support outreach and recruitment efforts to expand program reach and impact.
- Perform additional duties as needed to support the success of the program, initiative, and agency.

Job Requirements /Technical Knowledge

- Minimum of 3 years of experience in workforce development, career coaching, case management, employment services, human services, or a related field.
- Familiarity with Orange County's post-secondary institutions, Workforce Innovation Opportunity Act (WIOA), and workforce development landscape is a plus.
- Understanding of socioeconomic challenges affecting low- to moderate-income communities in Orange County.
- Proven ability to engage and collaborate with diverse stakeholders, including employers, educators, and community partners.
- Strong organizational, documentation, follow-up, communication, participant engagement, attention-to-detail, and time management skills, and interpersonal skills.
- Proficiency in Salesforce, CalJOBS or similar case management systems is a preferred.

Compensation

- Commensurate with experience, education, and market, \$29-\$32 per hour. Competitive benefits.

Core Competencies

- **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; keeps emotions under control; remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; 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.
- **Teamwork** - Exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests.
- **Professionalism** - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration, regardless of status or position; accepts responsibility for own actions; follows through on commitments.
- **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.

Company Standards

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. Willing to embrace change and new technologies. Commitment to the values and mission of Orange County United Way.

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.

Send Cover Letter and Resume To:

recruiting@unitedwayoc.org

Orange County United Way

18012 Mitchell South, Irvine, CA 92614

www.unitedwayoc.org