



**ORANGE COUNTY UNITED WAY
JOB DESCRIPTION**

JOB TITLE: PROGRAM SPECIALIST, EDUCATION	REPORTING TO: PROGRAM MANAGER
DEPARTMENT: UNITED FOR STUDENT SUCCESS	POSITION: FULL-TIME / NON-EXEMPT

Purpose of Position

The Program Specialist, Education is a dynamic, student-centered professional dedicated to empowering high school students through Orange County United Way’s Youth Career Connections program—a comprehensive college and career readiness initiative spanning junior and senior years. This role provides individualized coaching and strategic guidance to a cohort of 100 students, helping them build and execute personalized career and success plans.

Equal parts mentor, educator, strategist, and program builder, the Program Specialist, Education plays a pivotal role in shaping students’ career journeys. Responsibilities include one-on-one coaching, career and education planning, mock interviews, internship support, and the development of scalable program frameworks.

This is a one-year grant-funded position.

Key Duties and Responsibilities

- **Student Coaching & Support**
 - Conduct regular one-on-one coaching sessions (in-person or virtual) with each student.
 - Develop, monitor, and refine individualized education and career success plans.
 - Connect students to relevant resources, workshops, and actionable next steps.
 - Guide students through career assessments, academic milestones, and planning timelines.
 - Support students in identifying and applying for internships, training programs, post-secondary education, and employment opportunities.
 - Provide feedback on mock interviews and assist in creating professional materials (e.g., resumes, portfolios, headshots).
 - Equip students with essential interpersonal and workplace readiness skills.
 - Foster a supportive environment that promotes self-sufficiency and career confidence.
 - Serve as a consistent and trusted point of contact throughout the program.
 - Assist with planning and execution of career events, industry site visits, workshops, and presentations.
- **Program Development & Strategy**
 - Design and document coaching frameworks, operating procedures, and policies.
 - Create student-facing tools and resources (e.g., trackers, checklists, guides).
 - Collaborate with program leadership to evaluate and evolve program strategies based on student outcomes and feedback.



- **Training & Stakeholder Engagement**
 - Develop and deliver onboarding and training materials for future Career Coaching Advocates.
 - Partner with high school staff, internship providers, and external stakeholders to support student placements and progress.
 - Facilitate group workshops, presentations, and seminars focused on career readiness.
 - Collaborate with high school staff, local businesses, and community partners to identify and secure internship hosts, ensuring successful student placements and ongoing support.
 - Support outreach and recruitment efforts to engage students in U4SS programs and support their ongoing participation and success.
- **Program Evaluation**
 - Adhere to program participation criteria and reporting protocols.
 - Track and report student progress, outcomes, and overall program impact.
 - Participate in regular check-ins with leadership to assess program effectiveness and identify areas for improvement.
- **Other Duties**
 - Participate in organization-wide activities and initiatives.
 - Perform additional responsibilities as assigned.

Job Requirements /Technical Knowledge

- Bachelor's degree in education, counseling, social work, or a related field (Master's preferred).
- Minimum of 2 years' experience in academic advising, student support services, or coaching/counseling roles.
- Proven ability to build rapport with high school students from diverse backgrounds.
- Strong knowledge of college and career planning, internship programs, and educational systems.
- Exceptional organizational, communication, and documentation skills.
- Experience developing policies, training materials, or curricula is highly desirable.
- Bilingual (English/Spanish or other languages) preferred but not required.
- Must demonstrate excellence in on-site engagement, performance tracking, and student satisfaction.

Compensation

- Commensurate with experience, education, and market, \$26-36/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