

**Workforce Connections, Inc.**  
**CONNECTIONS COACH**  
**Position Description**

**GENERAL DESCRIPTION:** Under the direct supervision of the Program Manager, the Connections Coach will provide leadership, expertise, and ongoing support to supervisors, mentors and mentees in both the community and correctional facility setting. The Connections Coach will also serve as a liaison with community resources and other agencies, organizations, and businesses interested in participating in the bridge to ensuring an individual's success.

**MINIMUM QUALIFICATIONS:** Prefer a Bachelor's degree in criminal justice, human services, or related field. Two or three years of experience in working with disadvantaged populations or in corrections. Strong written, verbal and interpersonal skills required including conflict resolution and problem solving. Work independently and as a strong team leader. Ability to use appropriate computer systems.

**I. DIRECT CUSTOMER CONTACT**

- Generate community awareness of mentoring program
- Recruit volunteers from the community to work with mentees using print, media, location organizations and groups
- Plans, promotes, organizes and hosts local workshops for future mentors. This will include securing a suitable location for meeting, ensuring the local community is aware of the event particulars, printing handouts, speaking and maintain records of attendance and outcomes for future mentors
- Secures all mentor applications, background check forms and parents' consent forms when applicable; forwards necessary forms to supervisor for processing
- Oversees and assists with participant screening (both mentors and mentees);
- Organizes and hosts Orientation Class for new mentors. Class will follow a predetermined structure
- Hosts ongoing monthly support groups for mentors and mentees; groups will be topic oriented. At times, securing speakers from local groups and organization will be required
- Provides guidance to mentors and mentees to ensure that both have an enriching mentoring experience, creates and oversees implementation of ongoing advertising and mentor and mentee recruitment plans;
- Communicates with supervisor on a regular basis concerning program or individual issues or new projects;
- Contributes to program evaluation efforts

**II. REPORTING PROCESSES**

- Maintain and/or update necessary tracking system in order to report on performance
- Complete required monthly reports as needed and/or requested
- Complete and send monthly progress reports to supervisor

- Report on events to supervisor and other organization as deemed appropriate

### **III. OTHER DUTIES AS ASSIGNED**

- Maintain and enhance relationships with Department of Corrections, the La Crosse County Jail, and other appropriate stakeholders.

### **V. PHYSICAL/SENSORY/COGNITIVE REQUIREMENTS**

The majority of the work time will be spent in an office setting and in the community in a variety of settings assisting in achieving the goals and objectives of Workforce Connections, Inc. Mobility within the rural and urban community is required on a daily basis. Must be able to drive and have access to a reliable vehicle. Will be required to sit at a desk or in meetings for an extended period of time. Ability to present information and respond to questions from staff, Board members, and the general public when speaking on the phone or in face-to-face interactions.

Uses hearing and vision with the ability to collaborate and orchestrate in a variety of environments. Regular use of fine motor skills for writing or typing.

Lifting of objects up to 20 pounds may be required. Bending and walking required regularly. Regularly will concentrate on multiple tasks simultaneously along with the capacity to respond calmly and quickly to deadlines required. Ability to interpret an extensive variety of technical instructions and deal with several abstract and concrete variables.

### **VI. ENVIRONMENTAL CONDITIONS**

Majority of work is performed in an office setting, community and varied conditions. Outdoor travel required.

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Employee Signature

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Date

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Supervisor Signature

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Date

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Executive Director Signature

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Date