

Johnson County Community Foundation
Johnson County Employer Resource Network®
Success Coach Job Description

REPORTS TO: President & CEO
PAYROLL STATUS: Salary
OVERTIME CLASS: Exempt

The Johnson County Community Foundation (JCCF) is a growing nonprofit charitable foundation that connects people who care with causes that matter. The ideal candidate for this position would be a passionate and empathetic individual with good communication skills, focused on helping people navigate through a challenging situation to reach their goals and succeed in life.

I. JOB SUMMARY:

The Success Coach is responsible for making real time connections to community resources or provide assistance in accessing tools or training, allowing employees affiliated with an Employer Resource Network® (ERN®) member company to overcome the problems outside of work that affect their productivity in the workplace. The Success Coach will assist employees of member companies with things such as financial literacy, communication skills, conflict resolution, social and professional expectations, and how to work through a challenging situation from start to resolution. The Success Coach will work closely with internal staff, members of the Community Core Team, and Human Resources and/or management representatives, as well as employees from member companies.

II. DESIRED SKILLS AND TALENTS:

- Post-secondary diploma required; preference for post-secondary degree in a related field (e.g. Human Resources, Sociology, or Psychology) and at least two years of related field experience
- Software proficiency in Microsoft Office and database programs is required
- The ability to work well independently and in a team environment and possess excellent communication, organizational, and creative thinking skills is required
- The ability to effectively facilitate individuals or a group through a process to achieve the desired goal
- Must demonstrate sound understanding of documentation, handling sensitive information, and confidentiality practices
- Ability to respond sensitively, patiently, and timely to clients, member companies, staff, management, referral sources, and the public
- Results-oriented and strong ability to solve practical problems and carry out responsibilities as outlined

III. DUTIES AND RESPONSIBILITIES:

- Participates and upholds the values and processes devoted to continuous quality improvement in all ERN activities
- Proactively recruits employees for the ERN program by developing and delivering publicity and outreach materials to drive utilization
- Documents outreach activities for ongoing evaluation
- Partners with Human Resources, management, and supervisors to help identify employees in conflict
- Develops an individual, tailored assistance plan for the employee after conducting an oral needs assessment and interview
- Maintain regular contact with employees to encourage action and support as needed



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- Identifies additional barriers to employment and assess appropriateness of training/educational services
- Creates and updates computer database client files by recording each contact made with employees and maintains records required for follow-up
- Establishes, nurtures, and maintains appropriate linkages to internal and external employee resources
- Knowledgeable of Johnson and surrounding counties social services resources available to employees of ERN member companies and provides information on how to obtain services
- Maintains and manages regular contact with supervisor to reinforce and monitor work progress and to ensure quality, coordinated, and timely service delivery to ERN member company employees
- Provides weekly program updates and produces reports to be presented at monthly ERN board meetings
- Participates in state and national Peer Learning activities to share and build best practices
- Represents Johnson County ERN and JCCF at meetings or events with individuals served, funding sources, the public, and community members

IV. WORKING CONDITIONS:

Must have the schedule freedom to work with varying hours, including evenings and weekends when necessary, with limited supervision. Work environment includes various locations in office, at member companies, and in public. Manual dexterity and visual capability to use computer, audio/visual, and general office equipment are necessary. Must have a valid driver's license, insurance, and reliable transportation when traveling to accomplish work-related tasks.

V. HOURS AND COMPENSATION

- Full-time position. Will be required to work varying hours, including evenings and weekends when necessary.
- Benefit package available after the required waiting periods
- Compensation commensurate with individual experience and qualifications.

VI. APPLICATION PROCESS

- No phone calls, please.
- E-mail a cover letter and resume to Stephanie Wagner, Community Development Liaison and Johnson County Employer Resource Network Administrator at stephaniew@jccf.org or mail to the Johnson County Community Foundation, P.O. Box 217, Franklin, IN 46131.
- Application deadline is end of day **February 11, 2022**.

Equal Opportunity Employer



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