

ATLANTA HOSPITALITY GROUP UNLIMITED, INC.



Basic Requirements for the Career Coaches

The Career Coach position was created as a tool to assist recipients and applicants with maintaining employment for an infinite period of time. Your job will be to stay in constant contact with the client and make sure they are doing the right thing. Many of the clients do not have a stable work history. You are their SUPPORT system. It is important for you to communicate with them and their employer as much as possible until you feel they are in a position to handle things on their own.

I have created a Career Coach Profile sheet to be completed on each client. Documentation is critical!!! Please make notes of every conversation, personal visit and any attempts that are made to communicate with the client and/or the employer.

This form will be posted on our website for the different counties to access at their leisure.

It will be your responsibility to make sure they have their support services i.e. childcare, gas reimbursement, bus passes, etc. The clients will rely on you to make sure they have these items. In some cases, you may have to take them to the client on their job if they cannot come to the facility due to their work schedule.

Please note: we are not their slaves...just the support system. All career coaches will have contact email addresses for the liaison in each county. Please feel free to email any EMERGENCY issues and cc: Nattlie: nringer@ahgu.net. Once our training is complete, I will

set up appointments with the county liaison so you can meet them and begin to develop a rapport.

The career coaches will be responsible for generating monthly reports on all clients. This report will be in an excel format indicating all clients and whether they are still employed. (See attached)

Also a statistical report will be needed to report the numbers. This form will show the clients employment history...30, 60, 90 days, etc.

Applicants: The career coach will provide assistance to applicants for six (6) months. Applicants are entitled to support services i.e. Childcare, transportation – limited car repairs, car insurance, gasoline, and bus passes, etc, food stamps, clothing, eye care, dental care, etc. There are limitations, a list will be provided.

Applicants receive TSS ONLY (Transitional Support Services)

Recipients: The career coach will provide assistance to the recipient for one (1) year. Recipients are entitled to support services **TSS and WSP (Work Support Payment).**

WSP is a payment of \$200 for the 1st six months and \$100 for the last six months for the first year of employment. Clients will have to give you a copy of their paycheck stub as proof that they are still working in order to get the payment. The payment will be mailed at the end of the month to the client's home. Please make sure we have a GOOD address on file.

If a client chooses the **WSP** they are not entitled to sign up for TANF for one full year. We want to encourage the clients to take the payment. It's better than TANF.

Recipients are eligible for the same support services as the applicants for six months as well. A recipient's **FOOD STAMPS** are frozen for five months once they become employed and opt for the WSP payment. Please make them aware of that.

Each career coach will be assigned (80) clients. Please be aware that you will not be contacting ALL (80) clients every day. Please give the clients your cell phone numbers. It is easier for 80 clients to call you instead of you having to call them. Hold them accountable for contacting you after the first few weeks. The recipients will want their checks and the applicants will want their support services. Believe me, they will call if it only once per month to get what they need. Initially, we will be contacting every client who became employed as of November 1, 2006. This is when the career coach program should have been in effect. Please note that some may not be employed as of now and may have returned back to the system or moved on. We will not have to worry about those clients for now.

Career coaches will be responsible for developing a rapport with the client's employers. As the liaison you may have the opportunity to assist with promotions, correct problems before they get out of hand or even generate more job leads for the offices and other clients as well.

The career coach position is one of SOUND judgment and one has to have the ability to use common sense, think outside the box and create options and resolutions rather than buy into the barriers. My philosophy is "WHERE THERE IS A WILL... THERE IS A WAY". This is something we MUST teach our clients... the game of survival. They don't have an option but to WORK!!!!!!

Career coaches may have to work odd hours. This is not a 9-6 position. You must be available for the client. It could mean accepting a phone call at 8pm or running by see an employer on a Saturday afternoon. **CAREER COACHES MUST BE FLEXIBLE!!!!**

The career coach duties will evolve as we move along. This is a newly created position for both AHGU and the State. Our goal is to do the best we can and make improvements along the way. I welcome comments, questions and new ideas.

Listed below are the **"STATE"** expectations for the career coach. This has been taken directly from my proposal that I submitted in order to get the contract. Please review carefully and keep these items in mind as you go about your daily work.

1. Contacts will be made with the client once they become employed as designated by DFCS; (daily, weekly, bi-weekly, monthly, as needed, etc) The "CAREER COACH" will document every contact made whether telephone, email or personal/face – to – face. The caseworker will be notified via email or may access our website for information.
2. Since the "CAREER COACHES" will be working with the students ongoing, we will develop a plan for advancement within their present company or another based on the new skills they obtain in their present position.
3. The "CAREER COACH" will act as the liaison between the client and employer to ensure that the client has the support to perform the required duties and is trained for advancement opportunities.
4. The "CAREER COACH" will work with other partnerships in the community to develop and coordinate a network of services that will be beneficial to the clients.
5. The "CAREER COACH" will implement support groups and mentor students in the areas of problem solving, career advancement, finance, home buying, etc.
6. Should a student become unemployed, AHGU "CAREER COACH" will assist the student with gaining employment as soon as possible. AHGU already has an extensive data base of partners and employers that we presently work with.

7. The "CAREER COACH" will provide crisis intervention and strategies to eliminate barriers that will help the students maintain gainful employment.
8. Weekly, monthly and annual statistical reports will be provided to DFCS based on the established guidelines. These reports will be both individual and collective of all students who have become employed. All reports will be accessible via our website so that the case managers can view them at their convenience.
9. The "CAREER COACH" will communicate with DFCS via telephone, fax and email as well as scheduled conferences as requested.
10. The "CAREER COACH" will establish individual benchmarks for the students at the time of the original assessment. The students will be monitored and mentored. Should the situation change, new benchmarks will be set for the student.
11. An employment assessment has to be completed on each student. Please complete the form below to help determine the career path for the student as well as learn more about their employment history and patterns.

Standard Operating Procedures for Career Coaches

1. Career Coach will be assigned to a county i.e. Fulton, Dekalb, Bibb, Cobb, Cherokee, Douglas, etc.
2. Each career coach will be assigned applicants and/or recipients.
3. Career Coach will work with applicants for a minimum of (6) months and the recipients for a minimum of (1) year. During this six months or one year, the coach will make contact at least one day per week for the first month and then at least 2x's per month there after. The purpose is to monitor the student in the workplace as well as help them to overcome any barriers that may cause them to lose their jobs and prevent them from working.
4. All contact made w/ Applicants and recipients should be noted in the career coach profile for each student.
5. The profile should be completed once the referral has been made. This is usually once an applicant or recipient has become employed. (Attached is a copy of a profile). Please complete all personal information, employment information and DFCS information.
6. The profiles will be posted on the website so that the DFCS workers can access any and all profiles at anytime. It is CRITICAL that the profiles are updated regularly and accurately.
7. The career coach is also responsible for meeting /introducing themselves to the employers for all clients. You may do so by telephone and/or site visit. Please make sure the employer is aware of the benefits they have as well as try to establish a relationship to get additional job leads, assists the client w/ promotions and intervene to keep them from being terminated.
8. The career coach is responsible for making cold calls to new employers. Establishing relationships and creating new job leads for existing clients as well as students who participate in the SHIFT program.
9. The career coach is responsible for updating and maintaining the TSS/WSP log as well as the retention report on a weekly basis. These reports should be uploaded to the website as well.
10. A weekly schedule is due to the CEO, Nattlie Ringer, no later than Monday morning at 8AM. The schedule should outline the appointments scheduled, meetings w/ DFCS and outside calls you have planned for the week.
11. The career coaches must attend a monthly meeting which will be held at various AHGU offices. This is a MANDATORY meeting.