



## JOB DESCRIPTION

<b>Job Title:</b> HTH Career Coach	<b>Department:</b> Community Engagement Services		
<b>Reports To:</b> Director of Howie the Harp	<b>Supervises:</b> None		
<b>Program:</b> Howie the Harp Advocacy Center	<b>Work Site:</b> 2090 Adam Clayton Powell Jr Blvd. NY, NY/Field Work required.		
<b>Remote Work Schedule:</b> 3 days per month maximum	<b>Schedule:</b> M-F 9-5		
<b>Program Description:</b> Howie the Harp Advocacy Center (HTH), which is run by professionals who have personal experience with the mental health system, offers an array of services that help individuals with mental health concerns find meaningful, permanent employment and develop careers primarily in human services.  All HTH programs are based on the core values of self-determination and peer expertise. Through the Comprehensive Peer Training Program, Assisted Competitive Employment Program (ACE), and other initiatives, the Academy offers a wide range of services including training, internship experience, job placement and support, and continuing education services.			
<b>FTE:</b> 40 hours, pw	<b>FLSA:</b> Non-Exempt	<b>Revised:</b> 9/1/2025	<b>Salary Band:</b>
<b>HR Review:</b> 	<b>Senior Management Approval:</b>		

### POSITION OVERVIEW

The Career Coach provides personalized employment related support including job/internship preparation and search, job development, placement, and job retention coaching to HTH participants. Through a customized array of services delivered both on site and in the field the Career Coach provides support and skill development toward success and satisfaction as a trainee in the HTH classroom, on an internship, and while engaging and sustaining employment.

### CORE PRINCIPLES

The job responsibilities of all staff extend to understanding and incorporating certain principles into their work and into their relationships with their colleagues. Underlying these principles and competencies is a commitment to understanding and furtherance of the work of CA, as it relates to their roles and to center the impact of that work to those we serve

These principles are:

- Accountability
- Inclusion
- Direct Communication
- Racial Equity
- Quality Work: Mission Alignment & Documentation

## KEY PERFORMANCE INDICATORS

All key performance indicators below are expected to be met fully.

- Progress Notes, Assessments, and Service Plans completed within required timeframes, including documenting all contacts within 48 hours of meeting.
- All assigned participants have at least one monthly meeting.
- 60% of assigned participants complete the classroom training.
- 70% of assigned participants who completed the classroom training will complete an internship.
- 80% of participants who complete the internship will obtain employment.
- 50% of participants who obtain employment will retain their positions for at least 90 days.

## ESSENTIAL JOB FUNCTIONS

- Provide individualized pre and post-employment support at the level of intensity and frequency needed
- Utilize a peer relationship to foster connection, trust, understanding and validation with participants.
- Engage participants to identify and understand barriers to training and vocational success.
- Model and help participants develop soft skills including but not limited to organization, time management, communication, conflict management, and navigating bureaucracies.
- Plan and deliver vocational readiness classes, meetings, groups, and other activities.
- Collaborate with other programs/organizations to coordinate services addressing vocational needs.
- Act as liaison between participants, internship/work-site supervisors, employers, external service providers and natural supports. This may include supporting participants in advocating for reasonable accommodations, developing workplace relationships, and other ongoing and intensive job-related needs.
- Assess participants' strengths, barriers and needs related to obtaining permanent satisfying employment.
- Identify and develop internship and employment opportunities for participants.
- Document and maintain thorough, timely and accurate records of all participant-related services in various electronic databases(AWARDS, NYESS) as required by agency and contractual standards.
- Conduct long term employment follow up and outcome data collection with HTH graduates.
- Facilitate classroom and online courses for HTH students.
- Support participants of other HTH centered employment programs like OISE, ACE, or IPS, as needed.
- Timely completion of mandatory trainings, as required.
- Attend and participate in supervision, meetings and training sessions, as required.

This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned.

## JOB QUALIFICATIONS

- Minimum of a high school diploma or equivalent (GED) – bachelor's degree, preferred.
- Peer identity, i.e. lived experience of mental health concerns (past or present), required
- Ability to create and foster empathetic, professional and respectful relationships between yourself and other people, required
- Strong computer, organizational, and documentation skills, required
- At least three years of experience working in mental health services, preferably employment, peer support, or rehabilitation setting, preferred.
- Possess and maintain a NYS OMH Peer Specialist certification or be willing to obtain one within six months of employment, required.
- Excellent communication skills and the ability to network and develop jobs and internship sites, required.
- A commitment to upholding the philosophy, mission, and values of Community Access and Howie The Harp Advocacy Center, required
- Howie The Harp Peer Training Program graduate, preferred
- Training/group facilitation experience, preferred
- Demonstrated knowledge of benefits, entitlements, or work incentives, preferred

- Must be fingerprinted and cleared by the NYS Justice Center.
- Ability to maintain confidential information, as related to position.
- Ability to utilize various computer programs, specifically, cloud-based data management programs, and Microsoft Word and Excel.
- Be creative and flexible.
- Show initiative and be responsible for follow through.
- Ability to maintain confidential information, as related to position.

#### **ACKNOWLEDGEMENT**

This acknowledges that I have reviewed the Community Access, Inc (CA), job description and agree to perform the duties/services prescribed. I understand that CA may periodically, at its sole discretion, change, rescind or add to this job description, with or without prior notice.

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PRINT NAME

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EMPLOYEE SIGNATURE

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DATE