



JOB POSTING

JOB TITLE: Career Success Coach
REPORTS TO: Workforce Development Manager
STATUS: Full Time; Non-Exempt
PAY RATE: \$24/hour

08.2026

- **PRIMARY FUNCTIONS:** Provide one-on-one support to veterans participating in VOC's workforce development programs, guiding them through individualized career pathways.
- Assist veterans in identifying career goals and creating actionable plans that include training, certifications, job readiness, and long-term advancement.
- Support participants through job preparation activities such as résumé writing, interview coaching, and digital job search strategies.
- Coordinate with training providers, employers, and internal team members to track progress and ensure successful transitions into employment.
- Conducting a comprehensive job-training-needs assessment for each participant, including work history, military skills, education, career interests, and employment barriers.
- Developing and monitoring participants' Employment Development Plans.
- Conducting mock interviews, soft-skills/workplace-readiness coaching, digital literacy, and helping veterans translate military skills into civilian employment language.
- Leading or supporting the weekly Vet Net networking sessions.
- Collaborate with DVOP/LVER staff, VA VR&E, training providers, VEST members, and other workforce partners to make sure referrals and training opportunities align with the veteran's goals and employer needs.
- Employ trauma-informed coaching approaches to help participants work through setbacks and stay engaged.
- Monitor progress through employment and supporting retention after placement.
- Maintain accurate and timely case notes using VOC's case management system (Apricot) to monitor outcomes and inform program reporting.
- Prepare and conduct job readiness training workshops, focus groups and networking sessions to benefit client job seekers with special needs.
- Help veterans address employment barriers by connecting them to wraparound supports such as transportation, clothing, childcare, or behavioral health services.
- Perform other related duties as required and assigned by the Workforce Development Manager.
- Support the mission of VOC, and collaboration both inside and outside of the organization.

QUALIFICATIONS:

- B.S. degree in Business Administration or similar along with 5 + year's related experience or equivalent combination of education and experience.
- Valid NYS driver's license and own reliable vehicle.
- Knowledge of the Rochester area and five counties in the service delivery area.
- Minimum of five years of vocational counseling and job development experience working with a diverse client population; or five years of human resources or outside sales and marketing experience; or a combination of education and experience that demonstrates ability to fulfil the job requirements.
- Computer literate with good word processing skills – ability to compile and complete effective, professional resumes and utilize databases efficiently.
- Strong ethical character with ability to abide by VOC values of Respect, Integrity, Service and Excellence.

***Veterans Outreach Center, Inc. is an equal opportunity employer.
Veterans of the U.S. Armed Forces are encouraged to apply.***