

## POSITION DESCRIPTION

**JOB TITLE:** Success Coach - Entrepreneurship

**FLSA STATUS:** Exempt

**JOB GRADE:** Non-Exempt- Full-Time

**REPORTS TO:** Outcome Director

### **GENERAL SUMMARY:**

Responsibilities:

- Provide direct coaching to clients and their families using the Whole Family Approach and following the Family Centered Coaching Principles
- Assist in planning, developing, and organizing monthly outreach events that raise visibility and create relationships with clients, community agencies, and businesses to increase the number of clients for business services
- Develop and facilitate workshops relevant to client needs, goals, and dreams
- Work with entrepreneurs and would be entrepreneurs including all aspects of writing a business plan, understanding customer and market segments, and performing SWOT analysis.

Position is under the direct supervision of Outcome Director

### **AGENCY EXPECTATIONS:**

1. Adhere to agency policies and procedures.
2. Exceptional communication and organizational skills.
3. Maintain a positive and respectful attitude.
4. Demonstrate flexible and efficient time management and ability to prioritize workload.
5. Consistently report to work on time prepared to perform duties of position.
6. Has a strong work ethic having the needs of the organization and the peers as the primary priority.
7. Ambassador for Newcap, Inc., along with all employees, and responsible for marketing/promoting the organization and its programs both internally and externally.
8. Demonstrates leadership to gain and maintain credibility, trust, and respect of all employees.
9. Proactively and effectively communicates the knowledge gained from education to others in the organization, through the use of presentations, e-mails, and conversations.

## **ESSENTIAL DUTIES AND TASKS:**

1. Provide direct coaching to clients and their families using the Whole Family Approach and following the Family Centered Coaching Principles
  - a. Collaborate with clients and their families to identify long term goals and manageable steps to achieve them.
  - b. Engage the whole family in setting family goals and individual goals
  - c. Provide education, guidance and referrals tailored to each client's unique circumstances.
  - d. Conduct client meetings within the community when necessary
  - e. Assist and coach clients with steps they've identified to reach their milestone goal
  - f. Collaborate with Newcap programs and outside agencies to connect client and client's family to all programs and resources they need to achieve their goals and dreams and provide integrated services to clients
  - g. Attend weekly team meetings with detailed reporting on case load and collaboration on best practices and brainstorming creative ways to serve our clients and their families
2. Assist in planning, developing, and organizing monthly outreach events that raise visibility and create relationships with clients and community agencies
  - a. Actively participate in weekly meetings with the Outreach Event Committee
  - b. Gather, organize, track donations
  - c. Complete assigned job task at event
  - d. Complete follow up after the event
3. Develop and facilitate workshops relevant to client needs, goals, and dreams
  - a. Design and facilitate workshops that complement our coaching program for both adults and children
  - b. Gather, organize, track donations
  - c. Research workshops offered by other agencies or businesses in the community and make appropriate referrals
4. Work proactively with prospective and existing entrepreneurs to offer assistance and training in all aspects of business
  - a. Business plan development
  - b. Marketing plan development
  - c. Management

- d. Financial education
- e. Financing options

**WORKING CONDITIONS:**

This work is generally performed in an office environment but often in the community, meeting our clients and partners where they are. Some overnight and out of state travel may be required.

**EFFORT:**

Long periods of time working at a computer terminal. Use of keyboard may be stressful to hands or wrists. Must be able to see, hear and speak. Frequent handling and fingering, reading, working with information, standing, walking. Occasional lifting up to 25 pounds, reaching, climbing, stooping. Minimal evening and weekend is required.

**MACHINES, TOOLS, EQUIPMENT:**

Computer, cell phone, printer, photocopy machine, fax machine, calculator, shredder, telephone, van or car

**MINIMUM QUALIFICATIONS:**

- Degree in business or accounting or a related field and 2 years work experience in a business lending or business development field.; Life experience preferred as a consumer of human service programs
- Experience working with low-income individuals and families preferred.
- Experience working with entrepreneurs in a chamber of commerce, business incubator, business development center, or similar
- Evaluation of business proposals together with client financial and business status to assess viability and bankability of proposals; advises clients as appropriate.
- Advising clients in micro and small business management practices, methods, and techniques.
- Providing advice and assistance in the establishment and maintenance of business and financial records and recordkeeping systems, in compliance with all relevant business, accounting, and taxation laws, regulations, guidelines, and standards

**ABILITIES REQUIRED:**

- Strong background of working with entrepreneurs and would be entrepreneurs including all aspects of writing a business plan, understanding customer and market segments, and performing SWOT analysis.
- Ability to read, write using proper grammar/punctuation, and communicate effectively
- Possess organizational, planning and analytical skills.
- Computer skills

