



CROSSPURPOSE

Launch Program Coach 2025 Job Description

Scope and Position Responsibilities

The Launch Program Coach plays a vital role in the successful execution of the Launch Program by providing direct instruction, career coaching, and operational support to ensure participant engagement and career success. This individual supports job search efforts and ensures seamless program operations throughout the 6-12 week program. Using strategies such as motivational interviewing, long-term case management, problem-solving development, conflict resolution, resource referrals, soft skills training, and community building, the Launch Coach engages participants holistically.

Department: Launch Program
Supervisor: Launch Program Director
Direct Reports: 0
Indirect Reports: 0

Major Areas of Responsibility

Online Program Execution

- Oversee participant progress and submit standardized documentation.
- Conduct retention outreach to participants who lapse in attendance.
- Attend new participant orientation and ensure completion of required documentation.
- Administer required assessments to track participant progress.
- Schedule and conduct one-on-one coaching sessions tailored to participant needs.

Participant Support and Case Management:

- Carry a caseload of 75 participants, providing individualized coaching and support.
- Utilize motivational interviewing, long-term case management, and problem-solving techniques to help participants achieve their goals.
- Assist participants in overcoming barriers to success, such as conflict resolution and resource referrals.
- Guide participants through soft skills training to enhance their ability to succeed in the program.

Career Coaching

- Provide individualized coaching to participants, helping them develop career plans and stay accountable to their goals.
- Assist with job search strategies, resume development, interview preparation, and networking skills.
- Maintain detailed coaching notes in Salesforce for tracking participant progress and reporting compliance.
- Escalate concerns and challenges to the Lead Coach, program director or case managers as appropriate.

Program Operations & Administration

- Support data collection and reporting for grant funding, including success stories and required logs.
- Participate in team meetings and contribute to program development discussions.
- Other duties as assigned.

Data Management and Reporting:

- Maintain accurate and up-to-date records for all participants within the caseload.
- Track participant progress, outcomes, and program impact, providing regular reports to program leadership.

Qualifications

- Career coaching experience and the ability to advise participants on career topics including resume writing, cover letter writing, interviewing, etc. highly desirable
- Enthusiastic about coaching participants to develop career goals and action plans, and holding them accountable to work on their plan
- Highly energized by interpersonal interactions with the ability to set professional boundaries and maintain coaching authority.
- Knowledge of SNAP and TANF programs and the unique dynamics of recipient populations.
- Ability to build rapport with participants and effectively communicate across diverse racial and economic backgrounds.
- Ability to become proficient quickly in Salesforce and other software.
- Deep passion for the CrossPurpose mission and values.
- Employees must provide a working laptop (PC preferred) and smartphone.

Hours, Compensation, and Benefits

Hours: Monday - Friday 8:00 am - 5:00 pm, occasional other hours as scheduled

Salary: \$58,000 - \$69,600 Annually (Coach I)

Vacation: 15 days per year, plus the office is closed Christmas Day - New Year's Day, and staff have limited duties

Sick Days: 6 days per year

Insurance Benefits: Health, dental, vision, workers compensation, unemployment, short-term disability, long-term disability

These and other benefits are discussed in more detail in our Employee Handbook.