Position Description: ServiceWorks Success Coaches are experienced professionals or community members who will engage in collaborative group and one-on-one coaching with up to four under-resourced young adults (ages 16-24), also known as "Service Scholars," to assist them with completing a college and career-readiness plan by identifying SMART goals and a corresponding action plan (including utilizing the ServiceWorks curriculum and external resources, assigning supplemental workshops and activities, etc.), and serving as accountability partners to help them achieve and track progress against their goals. Success Coaches will facilitate the development and reinforcement of college and career-readiness skills and goals (e.g., resume and application completion, identifying colleges/career opportunities that meet their goals, expanding professional networks). Success Coaches will be provided with training prior to meeting their Service Scholar(s), as well as ongoing support, which will provide them with the tools and guidance to properly connect with and advise these young adults on personal goal setting, planning and implementation, as the participants move through the formal skill building and service learning components of the ServiceWorks program.

ServiceWorks volunteer Success Coaches will advise and coach Service Scholars on:
1) Identifying personal and professional goals and creating a plan for achieving them
2) Identifying and attaining desired/needed concrete education and workforce skills
3) Finding and leveraging resources, networks, and opportunities, that meet the Scholar's needs/desires with respect to their college and career goals.

Responsibilities:
- Commit to designated training, program schedule (i.e., availability for an entire cohort - estimated at three months, but will vary by site), and meeting with Service Scholars at least 8 times over the duration of the program. Sessions with Service Scholars will be 15-20 minutes, and can be held in person, online, and/or by phone, varying by site.
- Facilitate sessions to guide Service Scholars toward expected program outcomes according to provided guidelines and materials, making sure to observe, listen and ask questions to understand each Service Scholar’s situation.
- Encourage group bonding and peer support among assigned Service Scholars.
- Through questioning techniques and exposure to information/resources, ignite the Service Scholars' own thought processes to identify solutions and actions rather than taking a directive approach.
- Maintain unconditional positive regard for the Service Scholar, and remain at all times supportive and non-judgmental of their views, lifestyle and aspirations.
- Assist Service Scholars in resolving current situations (i.e., obstacles to college and career productivity) while shifting the approach to a proactive strategy.
- Communicate/collaborate with ServiceWorks program staff and complete reporting using provided tools, to assist in objectively evaluating the outcomes of the process, and ensure that the relationship is contributing to the Service Scholars' successful progress toward their goals.
ServiceWorks Volunteer Position Overview

SUCCESS COACH

Qualifications: Successful candidate should have a desire to learn coaching concepts and to support under-resourced youth. The candidate must have good interpersonal communications skills. Success Coaches must participate in pre-service training (estimated at two hours).

Education/Experience: Candidates should have experience navigating the college and/or career process. Ideal candidates will be able to speak from their own educational and career experiences. A volunteer Success Coach serves as an advisor and encourager for their Service Scholar(s) and will help guide them in planning for their future during the engagement.

Time Commitment: Success Coaches must commit to attending training, working with their designated group of Service Scholars for the duration of a cohort (estimated at three months), meeting with Service Scholars frequently (approximately 3 times per month for 15-20 minutes each session) and providing requested updates to program staff.

Beginning of Program
- Success Coaches will apply, interview and upon acceptance, attend training for program.
- Success Coaches will meet their Service Scholar and begin to define SMART goals.
- Success Coaches will work with Service Scholar to create a road map for how to achieve these goals.

Middle of Program
- Success Coaches will work with Service Scholar, per their goals and plan, to identify real or assumed challenges they might face.
- Success Coaches will advise the Service Scholars on what resources exist that will help overcome identified challenges and help achieve goals.

End of Program
- Per the goals, plan, and challenges identified in previous work, Success Coaches will work with Service Scholars to identify what skills they need/would like to build.
- Success Coaches will advise Service Scholars on how to use the skills they've gained, resources they've identified, and how to keep making progress after the ServiceWorks program concludes.

What Success Coaches Gain:
- Meaningful interactions with young adults at a critical point in their growth and development
- Coaching experience and group facilitation opportunities
- Opportunity to equip young adults with important tools for college and career success

Interested? Contact us!
- naguilar@casacentral.org – Recruiter, Nancy Aguilar
- calvarado@casacentral.org – Recruiter, Cesar Alvarado