UNITED WAY
East Central Alabama

To improve lives by mobilizing the caring power of our community to create lasting change.

Workforce Connections Program Coach/Case Manager
United Way of East Central Alabama
Job Profile

Position Summary: The WorkForce Connections Program Coach works to provide direct support to the Workforce Connections Program Director by handling a variety of tasks in order to ensure that all interactions between United Way, its program participants, and partners are positive and productive. The Program Coach is a multi-tasker with excellent communication skills and upbeat attitude. They will hold high ethical and moral standards while partnering those values with organizational skills and excellence. Candidates should be able to assist management in all aspects of the program by handling office tasks, providing polite and professional assistance via phone, mail, and e-mail, arranging meetings, managing a team calendar, assisting program participants both with and in the absence of the Program Director, and being a helpful and positive presence in the workplace.

Reports to: WFC Program Director

Principal Duties:

- Works closely with the Program Director to provide assistance, leadership, and innovative ideas in planning and organizing WorkForce Connections, which includes but not limited to file organization, participant and community relations, and office organization
- Identifies and recruits program participants through various outlets and partnerships
- Maintains a positive attitude, excellent organizational and literary skills
- Assists with implementing and conducting orientation for new program participants
- Manages the WorkFORCE Connections' calendar
- Researches and maintains an awareness of current industry partners to provide program participants opportunities for employment while enrolled in the program
- Assists in planning and organizing community and agency relationships
- Uses technology to generate participant meeting overviews, participant progress reports and assists with case notes
- Uses technology to generate customized profiles for each individual program participant
- Be available to run errands, transport documents, and meet participants
- As needed, assist in conducting meetings, classes, and presentations related to the program

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• Assists in program curriculum development as needed

Qualifications:

Education & Experience:

- High School Diploma or equivalent required, Bachelors Degree Preferred
- Preferred Experience within the field of human service or non-profit work
- Professional and/or volunteer skills and experience in fundraising and voluntarism
- Excellent oral and written communication skills
- Skill in interacting effectively with individuals and groups
- Proficient in Google Suite
- Preferred skills in Adobe Suite
- Must be well-organized, self-directed, able to prioritize, and adept at working in a fast paced environment and comfortable with results driven accountability

Abilities:

- Place preeminent value on serving others
- Ability to relate very well to all segments of the population
- Comfortable communicating and interacting with youth
- Maintain confidentiality
- Integrity, honesty and high ethical standards in professional performance and behavior
- Strong sense of teamwork and loyalty to the organization
- Promote and support the goals and objectives of the organization

General Data: Salary: Employee will receive a copy of the agreed upon salary, along with this Job Profile, from the Program Director or United Way's President & CEO upon official hiring.

Revised: September 2026