



**DRESS FOR SUCCESS®**  
NORTHWEST ARKANSAS

**Email resume & cover letter to [dfswna@dressforsuccessnwa.org](mailto:dfswna@dressforsuccessnwa.org)**

**(Check One)  Part-Time  Full-Time (Check One)  Salary  Hourly**

**Hours worked weekly:** 30-35 hours Rogers – Client Services/Site Manager – Non-exempt

Pay range \$14-18/hour

## Position Focus Sheet

### I. Title of Position:

- Client & Career Services Coach – Site Coordinator Rogers

### II. Purpose of Position: (general description)

*Client & Career Services Coach – Site Coordinator Rogers will share the vision of the organization and work as part of a team to empower women toward economic independence through providing a network of support, professional attire and programs that help them thrive in both work and in life. Responsibilities will include serving as the site contact for the Rogers boutique/career services center, which includes basic office management tasks such as answering phones, filing, scheduling/confirming appointments & meeting with clients and giving tours to volunteers and donors, general office responsibilities, maintaining volunteer base, processing incoming donations, assisting with fundraising events, and other tasks as assigned by the Executive Director as a part of the team.*

- Assess client needs, situation, strengths, and supports upon intake at Dress for Success
- Assisting client in action plans that are specific, measurable, attainable, realistic, relevant and time limited (currently using Obodo-Hub client care program which serves as their case/action plan and must keep these plans/surveys up to date and follow protocol and provide timely reports as needed)
- Ongoing assessment and monitoring progress of client short and long term goals
- Evaluate if there are additional services needed and schedule services accordingly (referral to other community partners, additional career services, educational partners, HARK NWA) – keep in contact with community partners regularly for client engagement
- Providing clients with referrals needed to overcome barriers to self sufficiency
- Meet individually with participants to complete suiting appointments
- Assist with developing resumes, cover letters, or the application process
- Coach and prepare participants for job searches, resume writing and interviews
- Providing direct education and training to assist clients with overcoming barriers to self-sufficiency in the workplace/career services individually or in group – through workshops, life skills classes, PWG
- Assist with identifying resources that need to be brought into program to enhance quality of programming, life skills, referral needs etc.
- Develop and maintain aftercare plan through monthly survey follow-up and connecting client with internal/external resources as needed

- Keep boutique tour ready, clean, well-stocked & communicate with ED and Operations of any inventory needs/shortages
- Write daily client notes of significant interactions with the clients and action plan progress
- Provide leadership and training to Career Services & Boutique volunteers, interns, & relief/part time staff as needed
- Assist as part of the leadership team, in facilitating workshops and classes to groups as needed
- Connect & cultivate workforce partnerships for job placements for clients
- Work collaboratively with Executive Director and other team members to make sure shifts are covered by volunteers, if needed
- Attend staff meetings & continuing education classes
- Schedule & communicate with Professional Women's Group monthly communication & committee leads & be present for PWG meetings
- Help connect clients to career coaches, mentors, etc. and
- Receive and follow-through as main contact for emails and phone calls for Rogers site, communicating accurate information to contact persons
- Oversee inventory management, ensuring adequate inventory for suitings, hygiene products, and other client item needs
- Keep client surveys/statistics current & run monthly reports
- Help at all fundraisers as part of the team
- Receive and log in-kind donations and issue thank-you cards
- Other duties as assigned

### III. Reports To: (direct supervisor)

- Executive Director

### IV. Primary Strengths Required:

- Strong knowledge of resources available in the community
- Organized, well planned, ability to pivot in fast-changing environment
- Highly developed case management skills – notes, planning, goal setting
- Deep understanding & experience with populations facing multiple barriers, ability to empower versus enable – strong boundaries but compassionate
- Team player
- Strong communication skills – able to effectively communicate to other members of team each client's needs
- Ability to delegate/do/lead/train

### V. Minimum Requirements:

- Bachelor's degree in related field (Social Work, Psychology, or other Human Services)
- Must be able to pass a background check
- Must have valid Driver's license
- Detail oriented with excellent time management, organizational, communication, interpersonal, and computer skills
- Able to work in a high tolerance Crisis Reduction model with Members who have multiple barriers
- Strong interpersonal and team building skills
- Self-starter with the ability to stay ahead of the curve and thrive in fast-paced work environment
- Able to obtain and maintain CPR/1st Aid certification