

IndyEast Economic Mobility District

Retention Coach Job Description

Location: Indianapolis, Indiana

Position Type: Full-time, grant-funded

Salary: TBD annually, commensurate with experience

Employed by: John Boner Neighborhood Centers, Southeast Community Services, and Edna Martin Christian Center (3 positions)

Primary Job Function:

IndyEast Retention Coaches will lead the workforce retention component across the IndyEast Economic Mobility District by being embedded within each of the three Centers for Working Families (one coach per center). Each coach provides long-term retention and advancement coaching to participants who have secured entry-level employment and supports them in developing a path toward higher-wage careers.

Program Implementation:

The Retention Coach's work focuses on post-training career retention and advancement for participants served by a CWF. This position provides direct coaching to CWF clients who have obtained entry level employment to assist them with the development of a career plan to advance to a living-wage job. The Retention Coach is responsible for assisting clients in developing a plan of action to help them reach their career goals and improve financial stability. The Retention Coach, in coordination with the Job Developer, will also work directly with employers to ensure advancement opportunities for \$20 an hour or beyond wages. The Retention Coach will work closely with CWF coaches to address barriers to employment retention as well as opportunities to capitalize financially on promotions and advancements. The Retention Coach may work with clients still enrolled in classes at a CWF or training providers to upskill clients.

Essential Functions:

- Advancement & Retention (40%)
 - Assess individuals for additional training and coordinate programming with Career Coach to make appropriate client upskilling.
 - Follow-up to client for 18-36 months after job placement to ensure a strong connection with the financial coach and to ensure client is moving along a career pathway.
- Relationship Building (40%)
 - Assist in the development and monitoring of job contracts with employers for each individual participant.
 - Coordinate with CWF Coach to provide support services and Barrier Busting funds.

- Provide one-on-one individual coaching in current job and activities outlined in skill development plan.
- Maintain and expand existing links to community resources and partners to further the goals of the program to foster the success of participants.
- Strategy & Alignment (15%)
 - Enter, organize, and maintain accurate data, reporting, and main files for all participants aligned and leading towards successful grant outcomes, including administrative and compliance responsibilities.
- Continuous Improvement (5%)
 - Support management and the entire CWF team with assessment, planning, and improvement of the service delivery model and its execution.

Job Requirements

- 2-3 years of experience in workforce development, business-to-business services and customer care, with an emphasis on employer outreach and service to populations with barriers. Previous successful experience in job development, recruiting, and job retention services is highly desirable.
- Excellent working knowledge of the local business environment in Indianapolis-Marion County.
- General knowledge and understanding of the needs of a low-income working population
- 4-year degree preferred but significant professional experience (five years or more) may substitute at management's discretion.
- Excellent social/interpersonal skills and writing ability commensurate with the communication and reporting requirements.
- Well-organized and self-directed.
- Reliable transportation, as this position requires regular local travel.
- Ability to speak Spanish preferred.

The preceding essential function statements are not intended to be an exhaustive list of tasks and functions for this position. Other tasks and functions may be assigned as needed to fulfill the mission of the organization.

Work Environment:

The IndyEast Economic Mobility District (IEMD) is a bold initiative designed to strengthen communities and stabilize families. In partnership with the John Boner Neighborhood Centers, Edna Martin Christian Center, Southeast Community Services, and residents from three neighborhoods (Near Eastside, Martindale Brightwood, and Southeast Indy), the IEMD will foster a vibrant local economy where all residents have access to the tools they need to thrive. This place-based initiative focuses on increasing economic mobility through coordinated investments in business development, workforce, housing, and infrastructure. Rooted in values of equity, intra- and intergenerational wealth creation, and access to opportunity, the IEMD brings together

residents, community organizations, and institutional partners to drive long-term, inclusive change.

Each organization can restructure this job description to fit formats, structures, and wording that they use for other job postings.