



EDA Recompete – Appalachian Digital Career Academy – Applicant Support Liaison

Shaping Our Appalachian Region (SOAR) is hiring a full-time Applicant Support Liaison for its *Eastern Kentucky Runway* project, which connects prime age employment gap (PAEG) individuals to employment opportunities. This role will provide comprehensive job search support to clients enrolled in the *Eastern Kentucky Runway* including the Appalachian Digital Career Academy. This position will serve as a trusted advisor and guide for PAEG clients, empowering them with the tools, resources, and encouragement they need to navigate the remote job market and secure employment. This is a grant-funded position serving 12 SOAR counties: Bell, Floyd, Harlan, Johnson, Knott, Knox, Leslie, Letcher, Magoffin, Martin, Perry, and Pike.

This position will report to the ADCA Project Manager.

Duties and Responsibilities

1. **Individualized Coaching:** Provide personalized coaching and support to program participants, helping them identify their skills, strengths, and career aspirations, and develop effective job search strategies tailored to their unique needs.
2. **Resume and Cover Letter Assistance:** Offer guidance and feedback on resume writing, cover letter customization, and LinkedIn profile optimization to ensure participants present themselves effectively to potential employers in the remote job market.
3. **Job Search Strategies:** Assist clients in navigating remote job boards, online platforms, and networking opportunities to identify and pursue suitable remote job openings aligned with their skills and preferences.
4. **Interview Preparation:** Conduct mock interviews, provide feedback, and offer tips and strategies to help clients prepare confidently for remote job interviews, including video interviews and remote assessment exercises.
5. **Skill Building Workshops:** Organize and facilitate workshops, webinars, and training sessions focused on remote work skills, such as time management, virtual collaboration, digital communication, and remote productivity tools.
6. **Technical Support:** Offer technical assistance and troubleshooting guidance to help clients overcome barriers related to remote work technology, such as video conferencing platforms, online application systems, and remote collaboration tools.
7. **Emotional Support:** Provide empathetic listening, encouragement, and emotional support to clients facing challenges or setbacks in their job search journey, fostering resilience and motivation to persevere.
8. **Resource Referral:** Connect clients with additional resources and support services, both within the Appalachian Digital Career Academy and through external partners, to address broader needs related to childcare, transportation, housing, or mental health.

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9. Data Tracking and Reporting: Maintain accurate records of client interactions, progress, and outcomes, and generate regular reports to track program effectiveness and measure impact.
10. Continuous Improvement: Stay informed about remote job market trends, employer preferences, and best practices in remote job search and career development, and incorporate feedback to enhance support services and program offerings.

Expectations

1. Empathy and Patience: Genuine empathy for individuals facing challenges in re-entering the workforce, coupled with patience and resilience in providing ongoing support and encouragement.
2. Coaching and Counseling Skills: Strong coaching, counseling, and communication skills, with the ability to build trust, motivate clients, and facilitate positive behavior change.
3. Remote Work Experience: Familiarity with remote work practices, tools, and technologies, and personal or professional experience working remotely preferred.
4. Customer Service Orientation: Dedication to providing exceptional customer service and support, with a focus on meeting clients' needs and exceeding their expectations.
5. Organizational Skills: Excellent organizational skills, attention to detail, and time management abilities, with the capacity to manage multiple client cases and priorities simultaneously.
6. Tech-Savvy: Comfort and proficiency with digital tools and platforms commonly used in remote work environments, including video conferencing software, online collaboration tools, and job search websites.

Culture and Core Values

SOAR's mission is simple: grow Eastern Kentucky's population.

Our team culture is anchored by putting the interests of Eastern Kentucky first in all that we do. We believe treating others the way we want to be treated is always within our control. Our core values include faith, selflessness, grit, integrity, and empathy. We do our best to exemplify these daily in our interactions with each other and with external partners.

Why SOAR?

The SOAR organization offers a chance to be part of a movement that's bigger than any one of us individually. Tackling the challenges facing Eastern Kentucky is going to take all of us to come together to find the solutions. Through communications, collaborations, and convenings, SOAR is helping to get the right people in the right rooms to ensure the future of Eastern Kentucky burns as bright as ever.

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SOAR offers a competitive salary along with the following benefits:

- 100% paid individual health insurance
- SIMPLE IRA retirement plan
- Cell phone stipend
- Mileage reimbursement for work-related travel
- Laptop provided
- Annual bonus

Apply Now

Please apply [here](#).

SOAR is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.