

Job Description

Job Title: Director of Workforce Development and Coaching

Reports To: VP of Programs

Department: Rehabilitation

FLSA Status: Exempt

Location: Ft Lauderdale

Summary: The Director of Workforce Development & Coaching leads innovative, inclusive employment strategies for individuals who are blind or visually impaired. This role cultivates employer partnerships, directs coaching teams, and drives career-readiness initiatives that empower clients to achieve sustainable, meaningful employment.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Program Leadership & Strategy

- Provide strategic oversight for all employment, work experience, and coaching programs, ensuring they align with agency goals and funder expectations.
- Lead program design, implementation, and evaluation to continuously improve employment outcomes and service quality.
- Supervise and mentor job coaches and program staff to foster a culture of accountability, collaboration, and innovation.
- Collect, analyze, and report outcome data; use insights to recommend program enhancements and inform funding proposals.

Employer & Community Engagement

- Build and sustain partnerships with businesses, community organizations, and workforce agencies to expand inclusive employment pathways.
- Educate employers about the benefits of hiring individuals who are blind or visually impaired, including available tax credits and accessibility incentives (e.g., ADA, WOTC).
- Promote remote and hybrid work opportunities, identifying solutions that address accessibility and technology needs.
- Represent the Lighthouse at workforce development events, business forums, and community coalitions to raise awareness and foster collaboration.

Client Career Development & Coaching

- Oversee individualized career assessments, employment readiness, and job placement plans that align with client goals.
- Identify and mitigate barriers to employment, collaborating with internal teams and external partners to remove obstacles.
- Ensure all clients receive consistent, high-quality coaching and measurable progress toward employment outcomes.
- Maintain accurate documentation, case notes, and reports consistent with agency policies and funder requirements.

Data, Compliance & Reporting

- Lead data collection and outcome tracking to measure program effectiveness and meet grant deliverables.

- Maintain compliance with federal, state, and agency standards, including those of the Division of Blind Services (DBS).
- Prepare program reports, success stories, and metrics for internal dashboards, board reports, and funder submissions.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

- ☐ Bachelor's degree in Rehabilitation Counseling, Social Work, Special Education, Vision Education, or a related field (Master's preferred).
- ☐ Minimum of 3–5 years of progressive leadership experience in workforce development, employment services, or disability inclusion.
- ☐ Demonstrated success in program management, staff supervision, and employer engagement.
- ☐ Experience working with individuals who are blind or visually impaired and knowledge of adaptive technologies strongly preferred.

Language Ability:

- ☐ Excellent written and verbal communication skills with the ability to engage diverse audiences including clients, employers, and funders.
- ☐ Bilingual in Spanish and/or Haitian Creole strongly preferred.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability:

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills:

- ☐ Proficiency in Microsoft Office 365, Teams, and CRM or client management systems.
- ☐ Knowledge of AWARE (DBS database) or other case management platforms preferred.
- ☐ Familiarity with accessible technology tools and screen readers (JAWS, ZoomText, NVDA) a plus.

Certificates and Licenses (Preferred):

Certified Rehabilitation Counselor (CRC), ACVREP Certified Vision Rehabilitation Counselor (CVRC), or Certified Teacher of Students with Visual Impairments (TVI)

Supervisory Responsibilities:

Coordinates schedule for job coach(s). Monitors client's success rates and ensures team is meeting the metrics set forth by the project.

Work Environment & Physical Demands:

This position operates primarily in an office setting with occasional travel to employer sites, community events, and partner meetings. The noise level is moderate. Must be able to lift up to 10 pounds occasionally and travel independently within Broward County.

Competency:

- ☐ **Inclusive Leadership:** Promotes equity and accessibility in all programs and partnerships.
- ☐ **Strategic Thinking:** Anticipates workforce trends and develops innovative responses.
- ☐ **Results Orientation:** Uses data and metrics to drive performance and accountability.
- ☐ **Relationship Management:** Builds trust with internal teams, clients, and employers.
- ☐ **Continuous Improvement:** Champions creativity, feedback, and ongoing professional learning.

Signature: _____

Date: _____