

POSITION TITLE: Family Life Coach

DEPARTMENT: Development

STATUS: Non-Exempt Grant Position

POSITION SUMMARY:

Provides intensive case management for families participating in the WHA “A Better Life” program and coordinates educational, occupational, health and personal support services for those families.

ESSENTIAL FUNCTIONS:

1. Provide intensive and on-going case management to program participants;
2. Assist head of household, as well as the rest of the family in finding services such as daycare, job training, educational services, employment, after-school care, counseling, budgeting/credit counseling, first time homebuyer’s classes, and parenting groups;
3. Develop and maintain working relationships with local social service agencies to assist the participants of the program;
4. Collaborate with service agencies to ensure needs assessments are completed for each participating family;
5. Work with program participants to set goals and establish a service plan to complete goals;
6. Meets with participant families and service providers on a regular basis to ensure that participants are fulfilling their responsibilities agreed upon in their service plans;
7. Coordinate cases with management staff, reporting outcomes and programming;
8. Maintain filing system with accurate and up-to-date participant records;
9. Perform additional duties as assigned.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED

1. Two (2) year college degree required; four (4) year degree preferred;
2. Two (2) years of experience as a direct provider of human services to families or individuals (experience as a case manager preferred);
3. Understanding of the issue of poverty and its causes;
4. Knowledge of social services/agencies focusing on assistance to low income/at risk families;
5. Strong interpersonal communication skills, ability to work effectively with diverse populations;
6. Ability to establish goals and achieve measurable outcomes;
7. Ability to read, write, speak, and understand English well. Bilingual (Spanish) preferred;
8. Strong organizational skills;
9. Proficiency with Microsoft Office programs (Word, Excel, Outlook, etc.);
10. Ability to be relied upon to be available for work.