**POSITION DESCRIPTION**

**JOB TITLE:** Family-Centered Coach

**FLSA STATUS:** Non-Exempt

**JOB GRADE: JOB CODE:**

**REPORTS TO:** Case Manager Supervisor

**GENERAL SUMMARY:**

Responsibilities:

~ Provide Family-Centered Coaching to all household members

~Assist all household members in identifying strengths and area(s) of needs

~Connecting all household members to appropriate services within Newcap programs

~Connecting all household members to appropriate services within the community

~Creating a Housing Stability plan with the all household members.

~Following up with all household members to determine progress

~Responsible for maintaining agency database

**AGENCY EXPECTATIONS:**

1. Adhere to agency policy and procedures
2. Exceptional communication and organizational skills
3. Maintain a positive and respectful attitude
4. Demonstrate flexible and efficient time management and ability to prioritize workload
5. Consistently report to work on time prepared to perform duties of position
6. Has a strong work ethic
7. Ambassador for Newcap, Inc. within the community
8. Attend staff meetings and trainings
9. Update skills as needed
10. Knowledgeable of new resources in the community and share this knowledge with staff
11. Respect the dignity and privacy of all
12. Adhere to professional standards established by related field of study

**ESSENTIAL DUTIES AND TASKS:**

1. **Self-Sufficiency Matrix**
2. Identify all household members needs by phone, email, or in person
3. Prioritizing needs with all household members.
4. Develop a housing stability plan with all household members utilizing the Matrix as needed
5. Work with each client to develop and/or strengthen their action according to individual goals for all household members and objectives
6. Ensure that client interactions are person-centered, goal-focused and reflect each household member’s housing stability plan
7. Connecting all household members to supportive services that will meet needs either within Newcap Programs or community partners as appropriate and support households in navigating this process
8. Provide transportation to clients when required
9. Advocating for the best interest of all household members
10. Assist all household members with completing mainstream resource applications.
11. Maintain relationships with services providers and community members.
12. Advocate for program participants as they search for supportive and/or independent housing and provide oversight of internal housing programs.
13. Attend community meetings to maintain knowledge of community resources
14. Assist all household members connect to natural supports
15. Connect all household members to family support services, financial education, and workforce development program
16. **Data entering**
17. Maintain client documentation and tracking outcome in CAPtain and HMIS.
18. Complete paperwork and notes accurately and on timely basis to maintain a working knowledge of progress, steps taken, and what services have been utilized
19. Track in-kind and cash donations for program
20. **Other**
21. Assist with walk-ins
22. Assist with answering telephone calls
23. Adjust to changes and flow of the workday
24. Perform other duties as assigned

**WORKING CONDITIONS:**

This work is generally performed in an office environment. Much of the work will take place in Brown County but may also involve the other nine counties in the region and other areas of the state. Some overnight and out of town travel may be required.

**EFFORT:**

Long periods of time working at a computer terminal. Use of a keyboard may be stressful to hands or wrists. Frequent answering of telephone calls, entering data, standing, reading, working with paperwork. Minimal evening and weekend hours.

**MACHINES, TOOLS, EQUIPMENT:**

Computer, cell phone, printer, photocopy machine, telephone

**ABILITIES REQUIRED**

~Ability to read, write using proper grammar/punctuation, communicate effectively, interpret data

~Possess organizational, planning, and analytical skills

~Computer skills

~Experience with spreadsheets, word processing, data entry, converting paperwork into files

~Ability to perform tasks with minimal supervision or over-site

~Professional and pleasant demeanor

**MINIMUM QUALIFICATIONS:**

~One to three years of human services experience

~Four-year degree preferred

~Experience working with elderly, disabled, households, and low-income population preferred

~A combination of education, training, and experience that results in demonstrated competency performing the work may be substituted

**SPECIAL REQUIREMENTS:**

~Must possess a valid driver’s license

~Must pass a criminal background check

~Must be able to maintain confidentiality of information

**PHYSICAL DEMANDS:**

Employee must be able to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Approved:

Signature

Date

HR

Date