

POSITION DESCRIPTION

JOB TITLE: Family Success Coach

FLSA STATUS: Non-Exempt

JOB GRADE: Non-Exempt- Full-Time **JOB CODE:**

REPORTS TO: Newcap's Head Family Success Coach

GENERAL SUMMARY:

Responsibilities:

- Provide direct coaching to clients and their families using the Whole Family Approach and following the Family Centered Coaching Principles
- Recruit families to participate in Family Success Coaching
- Assist in planning, developing, and organizing monthly outreach events that raise visibility and create relationships with clients and community agencies
- Develop and facilitate workshops relevant to client needs, goals, and dreams

Position is under the direct supervision of Newcap's Head Family Success Coach

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 putting the needs of the organization and clients first priority
7. Ambassador for Newcap, Inc., along with all employees, and responsible for marketing/promoting the organization and its programs both internally and externally.

ESSENTIAL DUTIES AND TASKS:

1. Provide direct coaching to clients and their families using the Whole Family Approach and following the Family Centered Coaching Principles
 - a. Collaborate with clients and their families to identify long term goals and manageable steps to achieve them.
 - b. Engage the whole family in setting family goals and individual goals
 - c. Provide education, guidance and referrals tailored to each client's unique circumstances.
 - d. Conduct client meetings within the community when necessary
 - e. Assist and coach clients with steps they've identified to reach their milestone goal
 - f. Collaborate with Newcap programs and outside agencies to connect client and client's family to all programs and resources they need to achieve their goals and dreams and provide integrated services to clients

- g. Track coaching clients' savings account, which is part of the match incentive program, in real time; provide information to Newcap finance department in a timely manner and as requested
 - h. Attend weekly team meetings with detailed reporting on case load and collaboration on best practices and brainstorming creative ways to serve our clients and their families
 - i. Monthly reporting to Whole Family Team on coaching pilot program
- 2. Recruit families to participate in Family Success Coaching
 - a. Maintain caseload of 15-20 households in the Family Success Coaching program
 - b. Follow up on referrals to the FSC program in a timely manner and maintain up to date waiting list for the FSC program
 - c. Offer coaching to clients receiving emergency rental assistance and clients receiving two or more Newcap services
 - d. Develop and maintain partnerships with outside referring agencies
- 3. Assist in planning, developing, and organizing monthly outreach events that raise visibility and create relationships with clients and community agencies
 - a. Actively participate in weekly meetings with the Outreach Event Committee
 - b. Gather, organize, track donations
 - c. Complete assigned job task at event
 - d. Complete follow up after the event
- 4. Develop and facilitate workshops relevant to client needs, goals, and dreams
 - a. Design and facilitate workshops that complement our coaching program for both adults and children
 - b. Gather, organize, track donations
 - c. Research workshops offered by other agencies or businesses in the community and make appropriate referrals
- 5. Perform other duties as assigned

WORKING CONDITIONS:

This work is generally performed in an office environment but often in the community, meeting our clients and partners where they are. Some overnight and out of state travel may be required.

EFFORT:

Long periods of time working at a computer terminal. Use of keyboard may be stressful to hands or wrists. Must be able to see, hear and speak. Frequent handling and fingering, reading, working with information, standing, walking. Occasional lifting up to 25 pounds, reaching, climbing, stooping. Minimal evening and weekend is required.

MACHINES, TOOLS, EQUIPMENT:

Computer, cell phone, printer, photocopy machine, fax machine, calculator, shredder, telephone, van or car

MINIMUM QUALIFICATIONS:

A minimum of an Associate's Degree in Social Services, Counseling, Education or other relevant discipline. A Bachelor's Degree is preferred. Experience working with low income/financially distressed populations. A combination of education, training and life experience that results in demonstrated competency performing the work may be substituted.

ABILITIES REQUIRED:

- Knowledge of job placement, resume writing, interviewing, and soft skills employers seek
- Ability to read, write using proper grammar/punctuation, and communicate effectively
- Possess organizational, planning and analytical skills.
- Computer skills
- Experience with word processing, spreadsheets, scheduling, project management, presentations, and excellent job search skills using all mediums.
- Ability to perform tasks with minimal supervision or oversight.
- Ability to identify, communicate and assist in responding to the needs of multi-counties.
- Ability to work with individuals in a respectful and nonjudgmental manner
- Work collaboratively with Newcap team to maximize experience for client and family

Newcap, Inc. is an Equal Opportunity Employer

SPECIAL REQUIREMENTS:

- Must possess a valid driver's license.
- Must pass a criminal background check.
- Must pass physical exam as it pertains to the job description.
- Must be able to maintain the confidentiality of any information encountered.

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.



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