

**POSITION TITLE:** Family Life Coach

**DEPARTMENT:** Development

**STATUS:** Non-Exempt Grant Position

**SALARY:** \$50,000/year

**POSITION SUMMARY:**

The Family Life Coach (FLC) provides intensive case management for families participating in the WHA “A Better Life” program. The FLC assists families in developing personal and professional goals that will lead to self-sufficiency and breaking the cycle of intergenerational poverty. The FLC coordinates educational, occupational, health, and personal support services for those families to remove barriers and guides these families to achieving service plan goals. The FLC works hand in hand with families to set goals, offer coaching and support, provide referrals to community partners, and to push clients to reach their full potential. The FLC tracks client data to demonstrate program success to funders through client achievements. **Bilingual (English/Spanish) candidates STRONGLY preferred.** This is a full-time, onsite (not remote), fully benefitted position located in Worcester, MA. Standard business hours are Monday through Friday, 8:00 a.m. through 4:30 p.m.

**ESSENTIAL FUNCTIONS:**

1. Provide intensive and on-going case management to program participants.
2. Work with program participants to set goals and establish a service plan to complete goals.
3. 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.
4. Develop and maintain working relationships with local social service agencies to assist the participants of the program.
5. Collaborate with community service agencies to ensure needs assessments are completed for each participating family.
6. Meet with participant families and service providers on a regular basis to ensure that participants are fulfilling their responsibilities agreed upon in their service plans and to coach and motivate them to success.
7. Coordinate cases with management staff, tracking progress, reporting outcomes and programming.
8. Maintain filing system, administrative notes, and case updates, tracking client data and metrics with accurate and up-to-date participant records.
9. Provide feedback and ideas to supervisors to initiate new and creative ways to remove barriers for clients.
10. Work with other internal departments, including Property Management, Step-Up, and Resident Services to ensure clients are maintaining compliance with the program.

**OTHER REPONSIBILITIES:**

1. Performs similar job-related duties, as assigned.

**EDUCATION, EXPERIENCE AND SKILLS REQUIRED**

1. Four (4) year college degree required, preferably in a human service-related field.
2. Two (2) years of experience as a direct provider of human services to families or individuals.
3. Bilingual; able to speak, read, and write in both English and Spanish fluently strongly preferred.
4. Previous experience as a case manager preferred.
5. Understanding of the issue of poverty and its causes.
6. Knowledge of local social service agencies providing assistance to low income/at risk families.
7. Strong interpersonal communication and writing skills.
8. Ability to work effectively with diverse populations and understand cultural differences.
9. Ability to establish goals, achieve measurable outcomes, and to hold others accountable.
10. Strong organizational and creative problem-solving skills.
11. Proficiency with Microsoft Office programs (Word, Excel, Outlook, etc.).
12. Ability to be relied upon to be available for work.