

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; coordinates educational, occupational, health and personal support services for those families; and guides these families to achieving service plan goals. **Candidates for this position must be bilingual (English/Spanish).**

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 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;
7. Coordinate cases with management staff, tracking progress, reporting outcomes and programming;
8. Maintain filing system, administrative notes, and case updates with accurate and up-to-date participant records;
9. Perform additional duties as assigned.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED

1. Four (4) year college degree required, preferably in a human service-related field;
2. Three (3) 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;
4. 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 and achieve measurable outcomes;
10. Strong organizational and problem solving skills;
11. Proficiency with Microsoft Office programs (Word, Excel, Outlook, etc.);
12. Ability to be relied upon to be available for work.