

LIFE WORKS COACH

General Statement of Duties

Performs professional and responsible work, conducting long-term, multi-faceted case-management that integrates agency and community resources to help people overcome entrenched poverty and become safe, healthy and self-sufficient.

Distinguishing Features of the Class

An employee in this class performs comprehensive team-based case management services with individuals and families to help them move out of poverty. Work involves recruiting potential customers; using strength-based approaches to assess customers in multiple life domains and using a variety of techniques to help customers set life goals, identify problems and develop and implement action-based solutions. Work includes collecting, analyzing, maintaining and protecting sensitive financial and other customer information and a significant amount of grant- and agency-required recordkeeping. Work also includes building and maintaining resource-based relationships with community service organizations, educational institutions and employers; job development and placement activities and instructing or facilitating agency-sponsored and other approved curriculums and trainings. Work requires an understanding of the needs of low-income families, the socioeconomic and psychological factors that affect people in poverty and community resources available to help overcome poverty. Work also requires initiative, sound judgment and the ability to work on teams to complete tasks. Work is performed under the direct supervision of the Self-Sufficiency Program Manager and is evaluated through observation, discussion, audit and monitoring reports, goal achievement and Significant Incidents that demonstrate job quality, quantity, timeliness and results. Work is formally reviewed, and future goals are set, in an annual performance appraisal.

Behavioral Indicators of Organizational Principles

An Employee in this class, routinely and regularly, behaves in a manner that is consistent with and promotes both the letter and the spirit of the Agency's organizational principles:

- Teamwork – participate responsibly, solve problems, accept and support decisions
- Communication – listen responsibly, exhibit a spirit of openness, share relevant information in a timely and accurate manner, meet the organization's needs
- Quality – be professional and accountable, exceed standards, provide excellent service, strive to satisfy customers
- Respect – recognize boundaries, value diversity, behave in a direct and nonjudgmental manner

Duties and Responsibilities

Essential Duties and Tasks

- Recruits potential customers; conducts customer entry and periodic strengths-based assessment in multiple life domains;
- Works with customers to set self-sufficiency-related life goals and date-driven action plans;
- Identifies and determines customer eligibility for and bridges access to public benefits, community resources for emergency and routine needs and educational opportunities for families and their children;
- Routinely meets with customers to assess progress, address needs, develop strategies and revise action plans;

- Develops and identifies employment and internship opportunities and facilitates customer placement;
- Prepares, processes and maintains up-to-date, accurate and logically organized confidential customer data and files, program and agency-required documentation and other required information in electronic and hardcopy formats;
- Uses Results Oriented Management and Accountability concepts and tools and the Program's database software to track and report customer progress and other required information;
- Helps to plan and execute Customer Advisory Committee meetings or other program-sponsored and approved activities;
- Participates on program and department teams to develop and help implement team-generated decisions on case-management, budgets, plans and procedures and other related matters;
- Incorporates the Agency values – Teamwork, Communication, Quality and Respect into daily work and
- Transports customers when appropriate.

Additional Duties

- Facilitates or instructs customers in agency-sponsored and other approved curriculum or training programs, documents observations and maintain up-to-date written records and reports about customer outcomes and other required information;
- Participates on inter-departmental or agency-wide teams to organize and implement agency-sponsored or other approved in-house and community projects;
- Specializes in work with customers determined to be "at risk" or with other defined psycho-social factors; and
- Performs other related duties.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

Considerable knowledge of:

- Social work, family dynamics and comprehensive case-management theories, practices and intervention techniques;
- typical socioeconomic, psychological and motivational issues that affect those who live on limited income;
- strength-based assessment practices and ROMA concepts and tools;
- Handheld, laptop and other electronic computing and smart phone devices and
- Microsoft Office Suite, Google Apps and industry-specific database applications.

High skill and experience in:

- Professional, team-based, comprehensive case-management techniques and practices;
- Coaching, mediating and helping customers to develop and use sustainable problem-solving methods and
- Organizing and maintaining a large volume of accurate and up-to-date electronic and hardcopy records.

Demonstrated ability to:

- Establish and maintain effective working relationships with other employees, community partners and customers;
- Use critical thinking and exercise sound judgment and sensitivity in daily work and
- Listen and communicate clearly orally and in writing.

Physical Requirements

- Must be able to physically perform the basic life operational functions of walking, fingering, talking, hearing, and repetitive motions.
- Must be able to perform sedentary work exerting up to 10 pounds of force occasionally, and/or a negligible amount of force frequently or constantly to move objects.
- Must possess the visual acuity to prepare data and reports and perform extensive reading.

Special Requirements

Must possess valid North Carolina Driver License.

Education and Experience

Graduation from a regionally or CHEA accredited four year college or university with a degree in Social Work or related human services field and, at least, five years of outcomes-focused, multi-dimensional, case-management experience in a team-based setting. An equivalent combination of education and experience may be acceptable.

Community Action Opportunities
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