



JOB TITLE:	Success Coach
DEPARTMENT:	Family Program
CLASSIFICATION: Exempt /Nonexempt	FLSA Exempt
REPORTS TO:	Assistant Director of Family Program
SUPERVISORY RESPONSIBILITY:	No
POSITION TYPE AND EXPECTED HOURS OF WORK	Full time: some evenings, weekends required
REVIEWED/REVISED DATE:	May 2021

REQUIRED EDUCATION:
Bachelor’s degree in social work, psychology, or related field.

REQUIRED CERTIFICATIONS:

REQUIRED WORK EXPERIENCE:
One year of experience in family strengthening and/or social services field.

PREFERRED QUALIFICATIONS:
<p>Experience in the areas of workforce development, adult education, job/career coaching.</p> <p>Experience with emergency assistance funds disbursement.</p> <p>Knowledge of Broward County’s resources and referral systems, and experience in a school setting are preferred.</p> <p>Familiarity with non-profit operations preferably in the area community relations.</p> <p>Experience with high quality customer service.</p> <p>Ability to use computer software to organize information, effectively communicate, maintain data, develop a variety of correspondences and reports.</p> <p>Ability to maintain open communication, confidentiality and professionalism at all times.</p>

JOB SUMMARY/PURPOSE (1325 Character Max):
The Family Success Coach assists families with employment, educational, financial, personal and basic needs through case management and referrals. The FSC assists with parent education, holiday assistance program, food distributions, and special, large donations. In some instances, the FSC may also be required to represent the Center at community or social events.

ESSENTIAL JOB FUNCTIONS

ESSENTIAL JOB FUNCTION (1): CASE MANAGEMENT/ FAMILY PROGRAM SUPPORT
<ul style="list-style-type: none"> • Provide case management, referrals and follow-up.



- Instruct clients in completion of necessary documentation and review for accuracy to ensure proper resources and referrals are carried out through case management.
- Administer Emergency Assistance Funds.
- Make recommendations to Family Team on use of resources to support families in times of crisis.
- Assist with tuition payment plans.
- Conduct initial family assessments, and annual family assessments with assigned families at the end of the school year.
- Manage Client Work Window Program.
- Assist clients in preparing resumes and job search portfolios, and preparing for interviews. Provide job search/career education, and labor market and community resource information. Match client's qualifications with job skill requirements and refer qualified clients to employers. Conduct necessary follow-up when clients are placed in positions.
- Act as client advocate at weekly Program Meeting.
- Assist clients with their education needs.
- Assist with MHA College Program.
- Assist in connecting families to and maintaining Broward College partnership.
- Assist in the development and maintenance of corporate partners employment program.
- Assist in maintaining food & clothing pantry, family resource room and parent information boards.
- Assist with holiday assistance program, food distributions, and special, large donations.
- Assist in coordination of Center events including, but not limited to annual health fair, adult education fair.
- Assist with grant data entry, billing and reporting.
- Accurately document all case management in Apricot and ProCare databases.
- Input data and generate Family Program reports.
- Maintain and regularly update community resource list.
- Frequent walking, sitting, bending, stooping, lifting up to 30 pounds and reaching overhead required

ESSENTIAL JOB FUNCTION (2): PARENT EDUCATION SUPPORT

- Coordinate individual coaching sessions.
- Coordinate assigned parent education classes.
- Send individual coaching and parent class reminders.
- Assist in providing support for parent nights by gathering materials, prepping rooms, and assisting with food and child care staff.
- Track individual coaching and parent class attendance and follow-up with families that miss sessions/classes.
- Assist with pre/post testing for parent education series, and individual coaching.
- Assist with parent class tracking and reporting.

ESSENTIAL JOB FUNCTION (3): COMMUNITY OUTREACH

- Represent center on community task forces and committees, and during events.
- Build and maintain partnerships with other agencies and organizations to benefit the center, its families and/or the community.
- Maintain and regularly update community resource list.



MARGINAL JOB FUNCTIONS

MARGINAL JOB FUNCTION:
<ul style="list-style-type: none">• Assist in planning and executing research and other special projects• Participate in Development activities and fundraisers• Attend and/or facilitate conferences and workshops• Assist in special projects.

Jack & Jill Center is an equal opportunity employer. All employment activities will be conducted in a manner to assure equal opportunity for all and will be based solely on the individual merit and fitness of applicants, candidates and/or employees without regard to race, color, religion, creed, gender, gender expression, age, national origin, sexual orientation/preference, marital status, pregnancy, disability, veteran’s status, or any other characteristic protected by law. In addition to federal law requirements, Jack and Jill complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

This job description has been approved by all levels of management:

Manager/Director _____ HR _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____