

**PROVIDENCE HOUSING DEVELOPMENT CORPORATION
JOB DESCRIPTION**

<u>POSITION TITLE</u>	Family Life Coach
<u>DEPARTMENT</u>	Grants and Program Administration
<u>STATUS</u>	Non-Exempt, 40 Hours
<u>DIRECT SUPERVISOR</u>	Program Coordinator, Supervisor
<u>W/C #</u>	8857
<u>EEO #</u>	2
<u>GRADE LEVEL</u>	7
<u>PRIMARY FUNCTION</u>	To provide case management services to program participants to maintain the most independent living possible

SPECIFIC DUTIES

Outreach and Case Management Responsibilities

1. Provide goal setting, case management, crisis intervention, referrals, recommendations, counseling and supportive services to assist resident achieve financial self-sufficiency and permanent housing.
2. Prepare a brief monthly report of work being completed and highlight accomplishments, as well as current challenges of assigned case load.
3. Attend community meetings and professional training opportunities as needed.
4. Determine eligibility based on Program requirements by assisting in initial intake procedures, including information meetings and review/interview of applicants.
5. Complete Individual Program Plan with participant within thirty days of move-in and monitor progress toward goals on a regular basis. Identify resources for achieving goals.
6. Provide individual case management to assist program participants in alleviation of barriers for achieving goals.
7. Follow up with participants' educational program, employer and day care as applicable.
8. Plan and monitor next step housing plan for each program participant.
9. Utilize community linkages, referrals and other assistance needed by program participants. Provide advocacy where such services are unavailable or unresponsive.
10. Provide crisis intervention services to points of entry according to referrals and on-call needs as necessary for delivery of service
11. Educate and assist participants with nutritional and personal hygiene needs and other daily living skills
12. Advocate for participants with other agencies for services as necessary
13. Assist participants in accessing entitlements such as DHS and SSA, including assistance with applications and other required paperwork
14. Assist participants by providing intensive outreach and supports as requested by program coordinator or referral inquiries
15. Ensure adequate coordination, appropriate communication and maximum cooperation between all sources of support and services
16. Complete household inspections as instructed as part of the Individual's Program Plan
17. Other duties as assigned

Administrative Responsibilities

- 1. Establish and maintain office hours
- 2. Maintain daily case records on all person contacted and served
- 3. Prepare and submit statistical and other reports as requested by supervisors
- 4. Attend scheduled staff meetings and training sessions
- 5. Assist Program Coordinators in overall monitoring and support of Programs
- 6. Other duties as assigned

QUALIFICATIONS

- Bachelor’s Degree in Human Services or related filed and one year of paid experience working with persons with disabilities and/or chronic illness.
OR
- Associates Degree in Human Services or related field and two years of paid experience working with persons with disabilities and/or chronic illness.

ADDITIONAL REQUIREMENTS

- 1. Demonstrate ethical business practices, in conformance with all state and federal laws and regulations
- 2. Possess excellent verbal and written communication skills
- 3. Ability to multi-task and prioritize duties
- 4. Ability to maintain absolute confidentiality in regards to all records reviewed including client records
- 5. Proficiency and experience with PCs and Microsoft applications
- 6. Ability to analyze and interpret data and to handle problem resolution
- 7. Possession of a valid NYS driver’s license and a driver’s record considered acceptable by agency and insurance carrier
- 8. Continuous use of a reliable and insured vehicle
- 9. Demonstrate commitment to the Mission Statement of Providence Housing Development Corporation

EMPLOYER’S DISCLAIMER

- 1. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities
- 2. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job related instructions and to perform any other job-related duties requested by their supervisor
- 3. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship

EMPLOYEE CONFIRMATION

I have received and read a copy of this job description.

Signature

Date

Printed Name