

Job Title: PH3 Service Delivery Coach
Department: Strategic Initiatives – Business / Workforce
Reports To: Lead Service Delivery Coach
FLSA Status: Exempt
Reviewed: 7/17/2022
Salary: \$38,481 - \$45,151 (based on experience and education) STEP3

FUNDING NOTICE: This is a grant-funded position that will end on December 31, 2025.

COVID-19 NOTICE: Proof of receipt of COVID-19 vaccination is required. Proof of immunization must include a copy of documentation indicating the vaccines received.

WORKING CONDITIONS AND SCHEDULE: Frequent travel to the Middle Peninsula Regional Security Center along with home visits are required. This position is designated as essential. The coach must have reliable transportation and the ability to work day, evening, and weekend assignments as needed.

SUMMARY

Performs social work, mobility case management, and employment services to pre-release and post-release individuals transitioning back into the community. The coach will assist individuals housed in the Middle Peninsula Regional Security Center and other prisons as assigned. This position will provide supportive services including counseling to guide the individuals and their families from pre-release to post-release life.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties within the scope of this position may be assigned.

- Manages intense caseload and coordinates internal and external services for assigned families. Assist clients in achieving self-sufficiency; assess needs of households and determines appropriate supportive services; meet with clients regularly and assign individuals and families to activities aligned with individual and household development plans.
- Provide case management/coaching services not limited to job readiness skills, employment, and housing coordination.
- Daily travel to the Middle Peninsula Regional Security Center, Greater Peninsula counties, and Newport News and Hampton. **Travel is expected 75% local and 10% non-local. Requires reliable transportation and valid Virginia Driver's License with auto insurance.**
- Pre-screen, conduct intake and assessments to determine program eligibility, and enroll if applicable. Responsible for entering all demographics, interactions (case notes), services, and outcomes for both the individual and family members in empowOR (client management database).
- Manage the day-to-day support and services for enrolled individuals and families with a specialization in employment placement and support, homelessness prevention/rapid re-housing, and transitional supportive services.

- Establishes and monitors individual and household development plan goals through information and assessment of client background.
- Conduct home visits.
- Help inmates at correctional facilities with outreach and advocacy upon release in the community.
- Develop, maintain, and document a strong network of referral sources to generate positive outcomes for all enrolled in the program.
- Maintains confidentiality of department issues and documentation.
- Participate in Diversity, Equity, and Inclusion activities such as training and committees.
- Provides assistance to other employees or departments as needed.
- Represent the organization in professional, civic, and community groups as requested by the CEO.
- Performs other related duties as required.

SKILLS REQUIRED include the following. Other skills within the scope of this position may be assigned.

- Prepare weekly, month, and quarter reports.
- Ability to document interactions, services and outcomes provided.
- Comprehensive understanding of data systems, including tracking, reporting, monitoring, customer satisfaction, and evaluation.
- Ability to work independently, take initiative and be an effective team member.
- High-level communication and interpersonal skills a must.
- Exceptional time management skills with ability to multitask; ability to work well under pressure, prioritize workload, and meet tight deadlines.

SUPERVISORY RESPONSIBILITIES

Staff as assigned by supervisor.

SAFETY RESPONSIBILITIES

In addition to complying with the guidelines for all associates:

Comply with all Federal, State and Local regulatory standards and procedures.

Ensure that all associates are trained in HRCAP’s Safety Policies, Rules and Regulations; trained for the jobs they will be performing; trained for the equipment they will be using; and understand the potential safety hazards in their work area.

Ensure that applicable personal protective equipment is available, in proper operating condition, and used for each job performed.

INFORMATION PRIVACY AND SECURITY

The employee may have access to Confidential Information (CI) and is required to be familiar with the HRCAP's Privacy policy related to the handling of CI, and follow all related procedures required to protect the privacy and security of CI.

EDUCATION and/or EXPERIENCE

- Associate's degree in Criminal Justice, Education, Psychology, Rehabilitative Counseling, or closely related field and a minimum of one year of experience in providing intake, outreach and coach management/coaching activities. **Bachelor's Degree preferred**
- Bi-lingual (English/Spanish) skills beneficial.
- Knowledge of statewide reentry services and community providers.
- Knowledge of crisis intervention, trauma-informed care, evidence-based practices, and gender responsive principals.
- Demonstrated experience/work history working with corrections or re-entry field, mental health and/or substance abuse programs.
- Must possess experience working with public housing residents. TANF and VIEW experience preferred.
- Expertise in MS Office-Excel, PowerPoint, and Word
- Must possess and maintain a valid Virginia driver's license
- Criminal record check, driving record and credit report required for employment
- Adept at networking, building relationships, and community engagement
- Ability to work across the organization to deliver solutions that meet internal and external objectives

CERTIFICATES, LICENSES, REGISTRATIONS

Valid driver's license, proof of current auto insurance coverage, satisfactory driving record and working vehicle required. **The Service Delivery Coach must have or obtain within six months the Workplace Excellence Series Certification and the HUD Housing Certified Counselor certificate.**

WORK ENVIRONMENT

- Must be comfortable working inside of a correctional facility
- Must be comfortable conducting home visits
- Must be comfortable working with returning citizens and their families



LIMITED

General office environment infrequently exposed to extreme atmospheric conditions (temperature, noise, fumes, dust, etc.)

PHYSICAL DEMANDS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



SEDENTARY

Lifting up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers, and files. Walking and standing are required only occasionally

STANDARDS FOR MEASURING PERFORMANCE

The effectiveness of the performance of the **PH3 Service Delivery Coach** will be measured by the following standards:

1. Adherence to all agency policies and procedures.

2. Documented activity for each of the expected outcomes and services listed in job description and other tasks as assigned by the supervisor.
3. Review of essential job duties, skills necessary to perform the job, continuity of education and certifications required to perform the job.
4. Check-in with supervisor at least monthly to review any areas for improvement.
5. Ability to effectively engage and communicate with agency staff, clients and volunteers.
6. Overall contribution to the achievement of the organization's mission and objectives.

EXPECTED OUTCOMES AND SERVICES (subject to change as needed)

- # ____ of household served during the month
- # ____ referrals made to internal program staff
- # ____ of successful referrals made to external partners with positive outcomes
- # ____ referred out with no status update
- # ____ households avoiding eviction
- # ____ households avoiding utility disconnect
- # ____ documented success stories captured
- # ____ referrals for Fair Housing complaints
- # ____ referrals for Financial Literacy Coaching
- # ____ referrals for credit counseling
- # ____ referrals for Housing Counseling
- # ____ referrals to Legal Aid Society
- # ____ referrals to the Housing Crisis Hotline
- # ____ Workplace Excellence certificates issued
- # ____ NorthStar Digital Literacy certificates issued
- # ____ job readiness workshops and seminars
- # ____ individuals obtaining full-time employment
- # ____ individuals obtaining part-time employment
- # ____ individuals with benefits
- # ____ individuals connected to social services for benefits
- # ____ home visits
- # ____ community partners
- Prepare bi-monthly one-page newsletter/overview of activities and events to bring awareness to the department.
- Participate quarterly in at least one community engagement to market HRCAP.
- # ____ events scheduled monthly to engage the public
- # ____ events scheduled to inform staff of process for assistance
- Submit monthly agency data report with specific NPI indicators and other required outcomes and services provided that have been cross-aligned with empowOR.

RECEIPT OF JOB DESCRIPTION

I have received, reviewed, and understood the PH3 Service Delivery Coach job description. I further understand that I am responsible for satisfactorily performing the essential duties described in the job description. I understand the job functions may be changed from time to time. I will be able to perform the essential functions of this position with or without accommodation. I understand that if I will need accommodation for this position, I will inform Human Resources and management of my accommodation needs.

Employee Name _____

Date _____

Employee Signature _____

Date _____

Supervisor Signature _____

Date _____

Evaluation check-in periods: 90-day probation, December 2023, March 2023, June 2023, September 2023. (No guarantee of any additional financial compensation just an opportunity to discuss job performance)