

Job Title: Service Delivery Coach
Department: Whole Family Approach
Reports To: Director of Innovation and Transformation
FLSA Status: Exempt
Salary Scale: \$36,484 - \$45,151

FUNDING NOTICE: The position will be reviewed by March 31st annually to determine funding availability in the new fiscal year beginning July 1st annually.

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

WORKING SCHEDULE: This position is designated as essential and will be required to report to the office during inclement weather. The Whole Family Coach will be issued a mobile device to manage day, evening, and weekend programming at various agency sites and access to an agency vehicle. This position will also be responsible for attending early morning, evening, and weekend events as assigned.

SUMMARY

Performs social work, mobility case management and employment services for clients served by HRCAP. Employee is responsible for assisting clients in achieving self-sufficiency, determining eligibility for assistance through various Service Provider Network programs and by the local Human Services Departments such as financial assistance, childcare assistance, and other programs. Work involves performing case management, counseling, assessing client needs, coordinating provision of needed services, and maintaining case records.

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; meets with clients regularly, assigns clients to activities aligned with individual and household development plans.

- Determines eligibility for assistance and benefit levels using EmpowOR Client Management System.
- Establishes and monitors individual and household development plan goals through information and assessment of client background.
- Explains nature of temporary assistance benefit programs and determines reason and need for assistance.
- Explains client responsibilities, rights and program availability.
- Evaluates employability status of clients and explores potential Workforce Development Programs.
- Processes intake applications for necessary community resources and diversion.
- Refers clients to Human Services as the result of overall assessment of situation as needed.
- Coordinates and participates in out of office visits with family members and other professionals.

- Prepares referrals for families requiring assistance; collaborates with Service Provider Network and other agencies or professionals as needed.
- Maintains current listing community resources.
- Create, monitor and track household development plans.
- Prepares and maintains confidential case records and files; documents all interactions with clients by entering data into EmpowOR Client Management System.
- Prepares and completes various forms, reports, correspondence, case records, client activity reports, service plans, assessment instruments, needs assessments, purchase orders, invoices, applications, funding reports, charts, or other documents.
- Receives and completes various forms, reports, correspondence, case records, client activity reports, service plans, assessment instruments, needs assessments, purchase orders, invoices, applications, funding reports, charts, or other documents
- Operates several technology tools (desktop, laptop, tablet, cellphone, hotspot, etc.) to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections.
- Utilize MS Office, EmpowOR Client Management System, e-mail, internet, other computer programs; performs basic maintenance of computer system and office equipment, such as replacing paper, ink, or toner.
- Communicates with supervisor, employees, other departments, clients, family members, companion aides, Newport News Human Services, government agencies, counselors, medical provides, law enforcement personnel, court personnel, attorneys, schools, Service Provider Network, professional colleagues, the public, and other individuals as needed to coordinate activities, review status of household plans, exchange information, or resolve problems.
- Maintains confidentiality of department issues and documentation.
- Operates a motor vehicle to conduct work activities.
- Performs general/clerical tasks, which may include answering telephone calls, entering data into computer, typing documents, making copies, sending/receiving faxes, filing documentation, or processing incoming/outgoing mail.
- Provides assistance to other employees or departments as needed.
- Performs other related duties as required.
- Represent the organization in professional, civic, and community groups as requested by the CEO.

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

- Helps establish performance measures and monitors outputs and outcomes.

- 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

None.

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

This associate 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

- Bachelor's degree in Social Services, Sociology, Human Services, Psychology, or closely related field and a minimum of one year of appropriate and related experience public assistance program administration.
- Experience with program eligibility evaluation.
- 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

Current state driver's license, proof of current auto insurance coverage, satisfactory driving record and working vehicle required.

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 docket, ledgers, and files. Walking and standing are required only occasionally

WORK ENVIRONMENT

There are no unusual work environment characteristics associated with performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



LIMITED

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

WORK CONDITIONS

N/A