

**Job Title:** VA CARES Lead Service Delivery Coach  
**Department:** Community Services  
**Reports To:** Director  
**FLSA Status:** Exempt  
**Reviewed:** 8/22/2023  
**Salary:** \$47,622- \$57,386 (based on experience and education) STEP3

**FUNDING NOTICE: This is a grant-funded position that is reviewed annually in March..**

**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 required around Hampton Roads and the Middle Peninsula. 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**

Responsible for the day-to-day programming, manages participant activities and outcomes of the Virginia CARES program and collaborates with other community action agencies and area human services programs. Maintain effective program operations and relationships. Provide direct services to participants of Virginia CARES program.

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

- Manage, assign, and coordinate internal and external services for assigned families.
- Oversee and provide case management/coaching services not limited to job readiness skills, employment, and housing coordination.
- **Travel is expected 75% local and 10% non-local. Requires reliable transportation and valid Virginia Driver's License with auto insurance.**
- Assesses participant's needs
- Develops action plans for assisting participant in acquiring needed skills and training
- Refers client to appropriate resources
- Monitors each participant's progress in achieving action plan goals by meeting regularly with them, reviewing staff observations and reports, and collaborating with referral agencies.
- Facilitates individual and group counseling sessions as well as educational workshops.
- Interviews participant
- Maintains program data, files, and reports.
- Assists participants in obtaining employment.
- Assists participants in obtaining support services and coordinates these services with other agencies.
- Provides crisis intervention services.
- Works in collaboration with Department of Corrections and other government/community offender services.
- Assists participants with housing needs and compiles an active temporary/permanent housing bank.
- Assists participants in obtaining appropriate identification documents.
- Assists participants within approved transportation requirements.

- Provides financial literacy training and debit-based banking assistance to participants when applicable.
- Shares information concerning activities and issues in locality which affect the Community
- Recruits community volunteers to participate in workshops.
- Recruits and trains participant volunteers to assist with program.
- Attends meetings and training deemed necessary by Virginia CARES.
- Meets or exceeds all program goals for specific service site.
- Provides resource information to incarcerated individuals on community organizations, agencies and individuals providing supportive services.
- Performs other duties as assigned and required.

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

- Experience with incarcerated individuals and returning citizens helpful.
- General knowledge of community resources and supportive services.
- Ability to establish and maintain effective working relationships with others, especially individually by criminal records and those who have mental illness, addiction, and/or domestic violence issues.
- Knowledge of the challenges and needs of incarcerated individuals and returning citizens.
- 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.
- 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**

- Bachelor's degree in Criminal Justice, Education, Psychology, Rehabilitative Counseling, or closely related field and a minimum of five years of experience in providing intake, outreach and coach management/coaching activities. **Master's Degree preferred**
- Bi-lingual (English/Spanish) skills are 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. **Lead 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 **VA CARES Lead 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 Lead Service Delivery 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 2024, June 2024, September 2024. (No guarantee of any additional financial compensation just an opportunity to discuss job performance)