



Community Response Coach – Job Description

POSITION TITLE: Community Response Coach

REPORTS TO: Central Navigator

STATUS: Full Time – 32 Hours per week

JOB SUMMARY: This position is supervised by the Central Navigator of Columbus Area United Way. Community Response is a coordinated system of supports and services for children and families to strengthen families and build protective factors. It is a system that can prevent families from unnecessary entry or re-entry in higher-end systems of care. Coaching builds upon those supports and services to address a family's current needs, future goals, and sustainability.

The Community Response Coach will assist referred or identified individuals and families in accessing needed services and resources in the community, especially during times of stress and crisis. Then if needed and agreed upon, coaching the family or individual through identified risks and needs to achieve desired goals, and to reach and sustain protective factors.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Community Response – Coach - This position will serve Platte, Colfax, Boone, and Nance counties.

- Admit family into the program after receiving referral from Central Navigator and contact with the family in a timely manner.
- Determine family understands what Community Response and Coaching can offer and their obligations in participating as outlined in the "Family/Coach Agreement"
- Participate in Community Response Team meetings
- Utilize Community Response forms and tools with family
- Formulate plan with family to connect them to informal support systems and assist in meeting defined family goals
- Provide parenting education information
- Provide financial literacy skills (ex. creating a budget)
- Utilize family centered practices/approaches with all Community Response involved families
- Keep thorough documentation, notes, records, dates, important information for reporting purposes
- Record notes, documentation, important information as soon as possible after meeting/phone call/coaching session to keep details accurate
- Keep ALL information confidential in accordance with federal HIPAA regulations
- Submit necessary paperwork to Central Navigator according to established timelines including, but not limited to:

- Community Response in-take, reporting and closing paperwork (via email attachment)
- Family Contact Sheet
- Support Services Request Form (if need cannot be met by another community source)
- Any additional information necessary for grant reporting and/or program evaluation as requested by Central Navigator or Executive Director.
- Become familiar with available community resources
- Participate in supervision meetings with Central Navigator
- Attend training/workshops as directed by the Central Navigator and Executive Director related to duties and CR Goals.
- Other duties as assigned

Minimum Education, Experience and Licensure and Certification

- BS/BA in Social Services, Human Services, Grant Management, or related field. Minimum one year of related experience.
- Must have a valid Nebraska driver's license and provide proof of personal driver's insurance and the ability to utilize own transportation for work purposes.

Minimum Knowledge and Skills:

- Ability to efficiently carry out mission and goals of Community Response / Coaching and comply with policies and procedures.
- Ability to establish and maintain effective working relationships with families and to be able to demonstrate cultural awareness and sensitivity.
- Must be able to maintain strict confidentiality of sensitive information in accordance to HIPAA regulations.
- Ability to comply with all occupational safety and health standards and all rules, regulations, and orders issues under the Occupational Safety and Health Act (OSHA).
- Ability to utilize critical thinking and problem-solving skills to address needs.
- Ability to interpret oral and written instructions and conduct appropriate follow-up.
- Ability to work independently and as a team member.
- Ability to work with families to increase family and community protective factors to:
 - Strengthen parent and child resiliency
 - Increase self sufficiency
 - Realize positive life outcomes over time
- Must have exceptional time management and organizational skills.
- Ability to constructively participate in quality improvement efforts.
- Knowledge of parenting, child development, and social-emotional well-being of children
- Proficiency with MS Office products and Email
- Demonstrated ability to participate in collaborative activities and work flexible hours as needed
- Comfortable meeting at mutually agreed upon locations or home of families
- Demonstrated high level of self-direction and an orientation to achieve results
- Bi-lingual skills preferred