



## FAMILY SUCCESS COACH JOB DESCRIPTION

**POSITION/TITLE:** Family Success Coach

**POSITION TYPE:** Non-exempt/FTE

**REPORTS TO:** Family Success and Stability Administrator

Growing Home is a nonprofit organization based in Westminster, Colorado. We cultivate a thriving, healthy, and equitable North Metro Denver by connecting people to services and programs to drive community action in the areas of food, housing, parenting education, and lifelong stability. We strive to create a welcoming environment for all by cultivating a sense of home with our participants, staff, and community members. As a community-centered organization, we work in partnership with those with lived experience to ensure programs and services are experience-informed and meet the needs of our community. In partnership with the community, we advocate for local and state policies that will create a more thriving, healthy, and equitable Colorado.

### **CORE VALUES:**

We grow when we...Belong. Learn together. Partner with the community. Celebrate strengths and prioritize well-being. Recognize our work has impact.

### **GENERAL PURPOSE:**

The Family Success Coach provides resources, care navigation, and wrap-around support services to enrolled Growing Home participants by providing short- and long-term case management. The Family Success Coach works alongside participants by providing coaching and guidance on goal setting and appropriate resources to support participants ongoing stability through our Family Success services. Family Success services include both Growing Home's Housing Stability program and Collaborative Coaching program.

### **RESPONSIBILITIES:**

#### Case Management

- Provide case management, resource referrals, and homeless prevention services to participants
- Collaborate with participants to set goals and incentives around economic mobility to motivate and encourage participant's success as they make measurable progress toward their goals
- Work closely with landlords to provide rental/utility incentives to qualifying participants
- Conduct regular coaching meetings with enrolled participants, bi-weekly or more based on participant need. Families enrolled in Family Success services receive anywhere from 3-12 months of case management
- Utilize program platforms, such as Apricot, to maintain comprehensive case notes and participant evaluation data. Create quarterly reports on program participants to track their progress and set aligned participant goals

- Collaborate with the Growing Home staff and other programs to share about Family Success services, recruit participants, and help connect participants to leadership
- Actively participate in project team meetings and other collaborative meetings, both in-person and remote, as well as partnership meetings and recruitment events

#### Intake and Data Entry

- Receive and process program applications
- Answer questions and provide information to people around Growing Home services
- Facilitate the processing of referrals from partner agencies and the completion of applications from participating families
- Schedule intake appointments in a timely manner
- Perform intake appointments using a trauma-informed and participant-centered approach
- Provide support to families to ensure that all paperwork is filled out properly and all documents are collected and organized
- Collect exit information from participants and exit them from the program in the HMIS and participant databases

#### Team Collaboration

- Meet regularly with the Family Success team to collaborate and facilitate the consistent delivery of services
- Work closely with the Family Success and Stability Administrator to make sure program fidelity and expectations are being met
- Support evaluation of the program through the collection of data and reports and participation in evaluation learning sessions
- Support the other teams by providing coverage of the food pantry and other programs as needed

#### Partnerships and Collaborations

- Work with a variety of community partners to establish referrals for services not provided by Growing Home
- Participate in partner and community meetings to communicate about Growing Home's Family Success programs
- Create new partnerships as needed to ensure the sustainability of external referrals
- Identify leaders among participants and support leadership roles for participants in community organizing work
- Consult participants regarding effective program operations and partner with leaders for continuous improvements

#### Resource and Care Navigation

- Collaborate with the Resource Navigation Coordinator to provide resources and strategic referrals, utilization of services, navigating systems, and identifying additional needs to enrolled participants as needed

- Attend Care Navigation Learning Collaborative meetings with partner agencies to promote learning of best practices in systems care navigation, improved knowledge of community resources, and build relationships with community service programs to facilitate referrals
- Collaborate with Family Success and Stability Administrator to attend site visits with other community organizations as needed to better understand services and supports provided to further facilitate referrals
- Collaborate with the Resource Navigation Coordinator to enroll participants in utility assistance

#### **JOB QUALIFICATIONS:**

- At least three years of experience in case management, social work, or a related field preferred. This may be substituted with a bachelor's degree in social work, psychology, communications, or a related field
- Bilingual in Spanish/English speaking and writing required
- Excellent computer skills, specifically Microsoft Office Suite, and the ability to learn new technology
- Training in motivational interviewing and/or trauma informed care preferred
- Flexibility and the ability to prioritize multiple responsibilities independently
- Ability to be coached and contribute to a growing program
- Understanding and commitment to working with diverse populations and creating a welcoming environment for all
- Knowledge of issues surrounding generational poverty, economic instability, and dual-generation services
- Familiarity with mental health, substance abuse, early childhood interventions, and domestic violence issues preferred
- Valid US driver's license and proof of insurance

#### **HOURS OF WORK AND LOCATION:**

- Hours of Work: This position is full-time, 40 hours a week. Work will generally be completed Monday-Friday, between 9:00 am – 5:30 pm, with some evenings and weekends required
- Location: Work will primarily be performed in the Growing Home offices, with some local travel required. Dependent on job duties, hybrid work locations and schedule may be permitted.

Growing Home strives to create a diverse, inclusive, and equitable workplace. Growing Home is an Equal Opportunity Employer.