



Job Description: Steve O'Neil Apartments Family Coach

Exempt: No

Date: February 2023

Supervisor: Director of Housing Services

Prepared by: John Cole

Salary Level: start at \$18/hour

Approved by: Personnel Committee

SUMMARY: Responsible for holding and broadly disseminating the vision of Steve O'Neil Apartments as a *culturally diverse community that keeps the well-being of all children and their families at the very center of community life* by coaching and advocating for families so that they can realize their hopes and dreams. Understands and applies *Housing First, Harm Reduction, Circle of Security, Trauma-Informed Practice, and Community Wellness* philosophies and approaches.

- Participates in building the components of a successful community life that encourages and supports development for all.
- Participates in co-creating daily community life practices for all that promote relationship-building, healing, trust building, health and wellness, and curiosity for learning.
- Uses coaching and relational skills to encourage and support residents in choosing healing strategies for themselves and their families; in building hopes and dreams for themselves and their families; and in identifying and using strategies to reach those hopes and dreams.
- Creates bridging strategies that connect residents to broader resources and activities.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned:

- Provide case management, advocacy, and support for families impacted by homelessness, domestic violence, mental health, addiction, and other barriers who are participating in the Steve O'Neil Permanent Supportive Housing Program.
- Provide Housing Stabilization Services; provide documentation for eligibility; including Person Centered Housing Plan and Professional Statement of Need; document services delivered consistent with HSS standards and CHUM protocols
- Support families and individuals in examining impacts of current and past trauma and stress on family life while working to build on current personal assets, creating a hopeful future.
- Support families and children in creating short and long-term goals to improved skills, education, income, security, and quality of life.
- Monitor, assess, and assist families with life skills, such as independent living, parenting, budgeting, home care, hygiene, etc.
- Facilitate access to 1-1 conversations, small group conversations, formal and informal learning opportunities while working to build strong social connections.
- Assist and advocate with families in obtaining needed community services such as childcare, employment, health care, substance abuse treatment, mental health treatment, transportation, etc.
- Advocate and support families or individuals with navigating various systems, such as police, court, school, etc.
- Conduct screenings, schedule and attend intakes, and meet with new participants to review program rules, expectations, and complete appropriate paperwork
- Conduct home visits, participate in Steve O'Neil Apartments community activities and meetings, and advocate for individuals and families in the community while working with other service providers.
- Participate on inter-agency teams in Duluth and St. Louis County to streamline processes and improve outcomes for families experiencing homelessness.

- Maintain appropriate client records in accordance with federal, state, and local requirements, including the HMIS system.
- Write weekly case notes, maintain good record keeping and client files, complete monthly reports and other required reporting documents as assigned.
- Work closely with Director of Housing Services, other Family Coaches, Early Childhood Program Coordinator, Youth Program Coordinator, Property Manager, and other community agencies.
- Attend weekly staff meetings, regular trainings, meetings in the community, or other meetings as assigned.
- Share on-call duties with other team members for evening and weekend support.
- The schedule for this position is flexible - based on the needs of the organization and the responsibilities of the position. Successful candidates must have ability to cover various shifts as necessary, particularly on weekends and holidays. This position requires a variety of hours in which evening work will be involved.

QUALIFICATION REQUIREMENTS:

Education And/ Or Experience: Bachelor's degree (B.A.) or equivalent from four-year college or university in Social Work or related field; **or** equivalent combination of education and relevant experience in case management, working with persons and families who may have low incomes, have experienced homelessness, chemical dependence, mentally illness, or incarceration. Knowledge or willingness to learn HMIS. Knowledge of public and private community services and resources. Ability to work through the faith communities and utilize resources. Skills in individual and community advocacy. **People with lived experience of homelessness and people of color are strongly encouraged to apply.**

Language Skills: Ability to read, analyze, and interpret professional periodicals and governmental regulations. Ability to write reports and general business correspondence. Ability to effectively present information and respond to questions from individuals, groups of clients, and the general public.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret graphs.

Technological Skills: Proficient in Microsoft Office Suite, including Word, Excel, and PowerPoint.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Certificates, Licenses, Registrations: Will need to be certified in First Aid and CPR and trained in navigating the HMIS system. Valid MN or WI Driver's License helpful but not required.

Other Skills and Abilities: Self motivation, mediation/negotiation, compassion, listening skills. Must be flexible, adaptable and resourceful.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

TO APPLY: Send cover letter and resume to chum@chumduluth.org with "Family Coach" in the subject line, or apply [here](#). Position open until filled.

CHUM is committed to a diverse workforce. People of Color and people with lived experience of homelessness are strongly encouraged to apply.