

Wellspring Success Coach

Position Description

Description: This full-time Success Coach position reports directly to the Assistant Director.

Job brief:

We are looking for a Success Coach to enhance the quality of life for the families we serve in our Permanent Supportive Housing program- HopeSpring. The successful candidate will be accountable for the full resident care cycle. Success Coach duties include: assessing, planning, implementing, monitoring, coaching and actions/activities required to meet the physical, mental, emotional, social, and spiritual needs of those to whom we are called to served.

Responsibilities:

HopeSpring Success Coaching

- Meet with all HopeSpring families a minimum of one time per month
- Help families identify and address potential barriers to retaining housing through tenant education
- Help families set and accomplish goals in line with the 7 Dimensions of Wellness to achieve autonomy
- Assess and address motivational and psychosocial issues
- Interact regularly with families to track their progress and ensure satisfaction
- Promote and encourage families to participate in programming and assist with programming as needed
- Provide families with access to the food pantry
- Provide care that is safe, timely, effective, efficient, equitable and tenant-centered

Resource Referral and Care Coordination

- Research and explore available resources and develop relationships with community providers
- Assist families with accessing resources such as filling out forms, scheduling meetings, gathering documentation, scanning/emailing necessary paperwork, etc.
- Provide community partners with necessary documentation or information on behalf of families

- o SCCAP application, recertification, income changes, housing changes, etc.

- Attend pertinent meetings to assist and advocate for families

- o HopeSpring lease signing, SCCAP briefing, CFTMs, court hearings, etc.

Service Tracking and Case Noting

- Complete service tracking forms, record services in HMIS, and record case notes in HMIS for all services provided to families within established timeframe required by funders

- Record incident reports and other pertinent documents in HMIS and tenant's hard file

- Complete HMIS intakes and exits

- Maintain PSH data and provide statistical reports as needed

- Complete HopeSpring Annual Assessments for all units in a timely manner

HopeSpring Operations

- Facilitate HopeSpring Move-ins

- o Help families complete and submit preliminary application

- o Meet with families and property manager to complete full application packet

- o Aide families in completing and submitting additional verification paperwork as needed – disability, employment/income, homelessness, reasonable accommodations, etc.

- o Ensure an updated census is distribute to staff

- Facilitate HopeSpring Exits

- o Help families complete and submit Intent to Vacate to property manager and Withdrawal form to SCCAP

- o Assist with obtaining alternative housing as needed

- o Collect mailbox key and FOB and return to office

- o Complete HMIS aftercare intake if applicable

- Addressing and resolving policy violations

o Incident Reports and/or lease violations - research incident, address and resolve with tenants, help tenants appeal notice of termination

Attend Meetings

- Staff Meetings
- Coordinated Entry
- Systems of Care
- Data Quality Talks pertaining to PSH hosted by IHCD
- Service Providers luncheons as directed
- Other available meetings as necessary or offered

Additional Responsibilities and Expectations

- Daily wrap up to facilitate communication and consistent care among staff
- Monthly service report to the Executive Director for the Board report
- Setting and achieving professional goals
- Pursuing and completing training or professional development opportunities
- Facilitating and participating in activities, fundraising, or community events as necessary
- Adhering to professional standards as outlined by protocols, rules, and regulations
- Perform other functions as needed or assigned

Required Qualifications:

Proven working experience in coaching others to success

Previous experience with psychological aspects of care

Employment Eligibility Verification

Reliable transportation with valid driver's license and good driving record

Bachelor's Degree or beyond in the following areas is preferred: Health Service Psychologist, Licensed Clinical Social Worker, Licensed Professional Counselor, Marriage and Family

Therapist, Mental and Behavioral Health, Psychiatric/Mental Health, Psychiatric Nurse Specialist, etc.

Successful completion of background screening

CPR/First-aid training- HopeSpring will provide

Strong ability to effectively resolve and cope with immediate crises

Working knowledge of Microsoft Office products

Working knowledge of Permanent Supportive Housing and Fair Housing a plus

The ability to multi-task, apply critical thinking skills, and make difficult decisions

Detail-orientated with strong organizational skills and proven ability to work independently

Effective time management and communication skills- both written and verbal

Work environment:

You may be in contact with guests in crisis who may be ill, using substances and/or not attentive to personal health and safety for themselves. The employee may experience a number of unpleasant sensory demands associated with the client's lack of personal care. The employee must be ready to respond quickly and effectively to many types of situations, including crisis conditions and potential hostile states.

Typical work hours are Mon-Thurs 9AM-5PM with one of those days, 9AM-7PM Fridays are 9AM until 3 PM. This will fluctuate based on availability of families to meet for coaching based on their work schedules and certain activities.