



**Help Network of Northeast Ohio, Inc.
JOB DESCRIPTION**

POSITION: Family Job Coach

QUALIFICATIONS: Preferred Bachelor's in social work/counseling, or related field, or 5+ years of lived experience, bilingual in English/Spanish preferred, providing services to families or children, including prevention or treatment related to child abuse and neglect. Has current training and/or credentials or will receive training and/or credentials for the following programs: Triple P Positive Parenting, evidence-based parenting programs, Motivational Interviewing, Strengthening Families Protective Factors Framework, Ohio's Practice Profiles, Ohio's Keeping Children Safe. Excellent verbal and written skills. Preferred experience administrating the universal screening tools. Effective with computer software, proficient in Microsoft, experience with virtual platforms (i.e., Skype, Zoom, Microsoft Team), able to travel and work remotely within Mahoning, and Trumbull Counties. Preferred experience with data entry and/or data entry software. Demonstrated experience working within systems to remove barriers for families seeking series, as well as ability to arrange interagency meetings designed to coordinate services and ensure effective collaboration. Experience ensuring data collection and documentation is consistent with rules and regulations as prescribed by both applicable state and federal laws and policies.

ACCOUNTABILITY: Answers directly to the Family Coach Program Consultant.

DEGREE OF SUPERVISION: Meets with the above individual on a regular basis.

RESPONSIBILITIES:

1. Provide ongoing supportive consultations and case management services delivered either virtually or through a combination of phone calls, emails, skype or in-person through individual meetings, including, but not limited to, assessing, and administrating universal screenings, financial literacy training, and/or concrete supports. Universal screenings will assess families for trauma, substance use, and mental health. The tools utilized may include but are not limited to: The Adverse Childhood Experiences (ACEs) Survey the Child Trauma Assessment Checklist (CTAC); UNCOPE (substance abuse screening); and a mental health screening tool.
2. Provide short-term, intensive, in-home services: Provide interested families a series of one to two home visits each month and access to the fully array of the six pillars (family coaching, parent education, basic life skills, financial literacy, service referrals and concrete supports) of service delivery. Serve as a family coach to develop a prevention services plan, outlining the family's goals and will utilize evidence-based programing to enhance the family's protective factors and increase the family's stability. Provide parenting programs and facilitate access to Life Skills training, as well as Family Coaching, which will incorporate Motivational Interviewing to assist the family in moving towards behavioral change.

3. All families engaged in Tier II and Tier III services will work with a family coach who will complete the following tasks:
 - Manage an ongoing caseload of 15-20 families at one time, engaged in and receiving services.
 - Administrating and reviewing universal screening for families.
 - Assessing the strengths and needs of families.
 - Developing prevention services plans with families.
 - Providing evidence-based literacy training directly to families in their own homes or a neutral setting.
 - Attend meetings amongst collaborative members.
 - Collaborate with evaluation staff to facilitate and support the completion of the updated needs and resource assessment for the project and to adhere to evaluator guidance on evaluation/assessment administration.
 - Develop rapport with local social service partners and community resources to build and maintain a professional responsive relationship with key community partners.
 - Responsible for ensuring data collected and documentation of services is consistent with rules and regulations and requirements of program evaluation.
 - Submit regular programmatic and fiscal reports to the Program Consultant, as well as to other identified partners requesting data.
 - Actively engage with family and child serving systems, including attendance at community meetings, such as Family and Children First Council.
 - Represent the OCTF at any required national and local trainings and meetings.
 - Serve as point of contact for the county of service.
4. Reports all unusual incidents and accidents according to Agency procedures.
5. Participates in Agency health and safety practices and drills.
6. Attends all scheduled staff meetings, supervision meetings, management team meetings and committee meetings as designated.
7. Upholds all Agency policies, confidentiality procedures and regulations; supports mission and philosophy of Agency, maintains professional appearance and demeanor at all times.
8. Maintains harmonious relationships within and outside the Agency in conducting Agency business.
9. Arrives on time for work shift as established by immediate supervisor.
10. Good communication skills, able to work as part of a team.
11. Knowledge of community resources including emergency assistance and affordable housing.

12. Other duties as assigned by immediate supervisor.

The final applicant selected for this position will be required to submit to a drug test and criminal background check before hire.

Visit www.helpnetworkneo.org to apply or
Please send a letter of interest and your resume to:
Human Resources Dept.
Help Network of Northeast Ohio
PO Box 46
Youngstown, Ohio 44501
Attention: Danielle Adair, Director of Operations
dadair@helpnetworkneo.org

Help Network of Northeast Ohio is an Equal Opportunity Employer