



**Program Family Coach
Full Time Position**

Organization:	Maggie's Place
Job Title:	Alumnae Family Coach (Case Management)
Department:	Programs
Reports To:	Trauma Care Specialist
Location:	Family Resource Center, 4001 N. 30th St., Phoenix, AZ 85016

Position Description

Job Purpose:

The Alumnae Family Coach provides case management and direct staff support to foster stability and overall well-being of alumnae moms and their families.

Responsibilities:

- Conduct strengths-based needs assessment with each alumnae mom and family on caseload, develops family partnership agreements with participants, creating measurable goals to ensure families are successful in accomplishing their identified goals.
- Collaborate with local programs and assist participants in accessing community resources and support services. Ensuring having up-to-date information and locating specialized resources as needed.
- Timely and accurately complete documentation including utilizing an online database in accordance with the established guidelines and procedures.
- Outreach – reaching out to participants to continue, establish and maintain relationships.
- Coordinate, with Trauma Care Specialist approval, all financial requests (loans, scholarships, emergency expenses, etc.).
- Serve as an advocate for the participants (including attending court, Homeless Court and writing letters of recommendation for participants as requested).
- Inform and assist participants in enrolling into Maggie's Place programming.
- Initiate and facilitate community partnerships.
- Participate in social services department team duties including teaching/facilitating classes and support at programmatic events/activities.
- Maintain and uphold Coaching (Case Management) and Family Success Center Standards of Practice.
- Participate in on-call crisis rotation, providing phone support and in-person support as needed or warranted. After hours on-call will be paid additional per call.
- Report child abuse and/or neglect in accordance to Arizona State law.
- Any additional projects or tasks as assigned by Trauma Care Specialist or CEO.

Qualifications:

- Bachelor's Degree with 3 years programmatic experience with similar population as Maggie's Place.
- Must be able to represent and reflect Maggie's Place positively and professionally to all avenues of the community.
- Excellent verbal and written communications skills.
- Must have effective organizational, problem-solving, time-management and analytical skills.
- Ability to multi-task.



- Strong interpersonal skills.
- Strong work ethic.
- Positive and solution driven.
- Team player.
- Desire to serve in mission driven non-profit organization.
- Available some evenings and weekends.

Employee Acknowledgment: _____ **Date:** _____