



**Program Family Coach
Full-Time Position**

Organization:	Maggie's Place
Job Title:	Program Family Coach (Case Management)
Department:	Social Services
Reports To:	Director of Social Services
Location:	Family Success Center, 4001 N. 30th St., Phoenix, AZ 85016

Position Description

Job Purpose:

The Program Family Coach provides case management and direct staff support to foster stability and overall well-being of participant families.

Responsibilities:

- Conduct strengths based needs assessment with each family on caseload and 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.
- Coordinate, under Director of Programs approval, all financial requests (loans, scholarships, emergency expenses, Be a Gift Grants, etc.).
- Serve as an advocate for the participants (including attending court, Homeless Court, hospital and DCS meetings and writing letters of recommendation for participants as requested).
- Inform and assist participants in enrolling into Maggie's Place programming.
- Initiate and facilitates community partnerships.
- Participate in program department team duties including teaching/facilitating classes and support at program events/activities.
- Maintain and uphold Family Coaching and Family Success Center Standards of Practice
- Participate in on-call crisis rotation, providing phone support and in-person support as needed or warranted. *(Additional compensation for after hours on-call per call)*
- Report child abuse and/or neglect as in accordance to Arizona State law.
- Any additional projects or tasks as assigned by senior leadership.

Residential Family Coach:

- Schedule at least one full day per week of office hours in the home, and meet at minimum bi-weekly with participants, focusing on productivity and goals (administering drug testing quarterly).



- Schedule at least one full day per week of office hours in the home to be used for education and activities using the Strengthening Families Protective Factors.
- Communicate and build rapport with AmeriCorps staff.
- Hold moms accountable to productivity and community guidelines.

Qualifications:

- Bachelors preferred, with 2 years of experience with vulnerable population.
- 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 multitask.
- 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.
- Must be able to comply and meet the national and state criminal background check, national sex offender registry, level on fingerprint clearance and driver's background check as required by Maggie's Place.
- Must be available some evenings and weekends.
- On call is required (*additional compensation for calls during after hour on-call duty*)

Employee Acknowledgment: _____ **Date:** _____