



**Program Family Coach
Full Time Position**

Organization:	Maggie's Place
Job Title:	Program Family Coach II (Case Management)
Department:	Programs
Location:	The Fiat House, 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 current and alumnae moms and their families.

Responsibilities:

- Conduct strengths based needs assessments with each family on caseload and develops family partnership agreements with clients, creating measurable goals to ensure families are successful in accomplishing their identified goals.
- Collaborates with local programs and assists clients 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.
- Under Chief Program Officer's approval, coordinate all financial requests (loans, scholarships, emergency expenses, Be a Gift grants, etc.).
- Serve as an advocate for the clients (including attending court, Homeless Court, hospital and DCS meetings and writing letters of recommendation for clients as requested if appropriate).
- Informs and assists clients in enrolling in Maggie's Place programming.
- Initiates and facilitates community partnerships.
- Support and attend programs for current and alumnae moms as needed.
- Attend and participate in staff meetings and trainings as required.
- Any additional projects or tasks as assigned.
- Maintain and update all Arizona alumnae mom files; prepare them to be archived annually.

In-Shelter Family Coach:

- Work from assigned shelter weekly and meet a minimum bi-weekly with clients, focusing on productivity and goals.
- Utilize non-scheduled time in shelter for education and activities using the strengthening family's protective factors.
- Communicate and build rapport with live-in volunteer staff/Corps members.
- Hold moms accountable to productivity and shelter expectations and rules.

Qualifications:

- Bachelor's Degree with 3 years programmatic experience with similar population as Maggie's Place minimum.
- Master's Degree or LSW preferred.
- 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:** _____