



JOB DESCRIPTION

JOBS PLUS COMMUNITY COACH – LAKE TERRACE/CAROLINE MANOR Grant Position

SUPERVISION RECEIVED:

The Jobs Plus Community Coach shall work under the direct supervision of the Job Training & Entrepreneurial Program (JTEP) Community Advocate and the indirect supervision of the JTEP Director and Executive Director.

SUPERVISION EXERCISED:

None

POSITION CLASSIFICATION:

Non-Exempt

POSITION SUMMARY:

This position requires building relationships with and motivating AMP 3 (Forest Pines, Pine Meadows, Lake Terrace and Caroline Manor) residents to engage in the Strive 4 Success Program. The Community Coaches will work directly with residents to connect them with economic, educational, job training, social services, and community resources. Community Coaches help plan events that will increase residents' exposure to opportunities. The Community Coaches will also provide support to the Strive 4 Success centers. The Community Coaches will work with adults, teens, and children in AMP 3 communities while supporting the mission and the vision established by the Authority's Board of Commissioners and the Executive Director.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but this should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.

POSITION RESPONSIBILITIES:

- A. Works with Strive 4 Success team to plan, coordinate, and attend special events, programs.
- B. Motivate Strive 4 Success program participants and foster relationships to build rapport, resident program support, and program retention.
- C. Assist with outreach for Strive to Success to increase program awareness and enrollment through various marketing strategies.

- D. Assist with sharing success stories internally and externally with approval from Supervisor or upper Management AND with participant permission.
- E. Offer updated resource information based upon individual needs to include, but not limited to, childcare, clothing, shelter, food and transportation.
- F. Assist with surveys, appropriate internal and external events, networking meetings, job fairs, and small business expos.
- G. Provide feedback and support to fellow Jobs Plus staff and residents.
- H. Flexible work hours are required and include occasional evening and weekend work.
- I. Operate office equipment such as: computers, scanners, printers, telephone, and fax machine.
- J. Maintain accurate and confidential individual files and records in a professional context.
- K. Shall perform any other duties as assigned by Management.

REQUIRED EDUCATION AND EXPERIENCE:

- Must be a GHA Public Housing resident currently residing in Lake Terrace or Caroline Manor.
- Must be 18 years of age or older.
- Must be a resident in Good Standing.
- High school diploma is preferred or one year or experience of service to others.

PHYSICAL DEMANDS

Work involves standing, sitting, talking, hearing, using hands to handle, feel or operate objects, tools, or controls and reach with hands and arms. Employee may be required to perform physical restraint activities such as walking for extended periods of time and distance. The employee may be required to push, pull, lift, or carry up to 10 pounds; drive a motor vehicle; bend, squat, or kneel. The noise level in the work environment is usually moderate.

KNOWLEDGE, SKILLS AND ABILITIES:

- Supportive services and other resources in the community.
- Strong communication and customer service skills.
- Ability to demonstrate and maintain harmonious and effective relationships with residents, co-workers, vendors, and the general public.
- Must be able to communicate and handle a diverse population of people.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

- **ETHICS** – Treats people with respect; keeps commitments; inspires the trust of others, works with integrity and ethically; upholds organizational values.
- **PROBLEM SOLVING** – Works well in group problem solving situations; uses reason even when dealing with emotional topics.
- **CUSTOMER SERVICE** – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to request for service and assistance; meets commitments.
- **INTERPERSONAL SKILLS** – Focuses on solving conflict, not blame; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remain open to others' ideas and tries new things.
- **ORAL COMMUNICATION** – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions, demonstrates group presentation skills; participates in meetings.
- **WRITTEN COMMUNICATION** – Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
- **TEAMWORK** – Gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interest; supports everyone's efforts to succeed.
- **ORGANIZATIONAL SUPPORT** – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.
- **PROFESSIONALISM** – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- **ADAPTABILITY** – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- **ATTENDANCE/PUNCTUALITY** – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- **DEPENDABILITY** – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

- **INITIATIVE** – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.

This position in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job related instructions and to perform any other job related duties requested by any person authorized to give instructions or assignments.

Employee's Signature

Date

Supervisor's Signature

Date



Salary Range:

Minimum: \$10.00 per hour