



Transforming Parents' Lives. Improving Children's Futures.

## Community Resource Coach

### **Job Description – Summary**

This position fulfills community coaching services, as well as resources, referrals, interventions, supports and services for family stability, economic mobility and children's enrichment. This position assists the Warren Village at Ivy Crossing programs and services.

The Community Resource Coach will provide Mobility Mentoring® services for a caseload of 15 families and is responsible for providing resources, referrals life skills programming and community events for Warren Village at Ivy Crossing families and individuals, as directed by the Housing Continuum Manager. Services include, but are not limited to, program screening and enrollment, assessment and goal setting, referrals and collaboration efforts, ongoing communication with community partners, evaluation and monitoring progress and effectiveness of services.

This position will serve the residential community at the Ivy Crossing Apartments, in partnership with a market-rate housing provider. The Community Resource Coach will provide direct services, community building opportunities, resources and referrals to help families with low –moderate incomes achieve personal and economic advancement.

**Warren Village practices and measures diversity, equity, inclusion and culture competency as a core expectation for all positions.**

### **Essential Functions and Responsibilities:**

- **Community Coaching:**
  - Conduct monthly Mobility Mentoring coaching meetings with each participant, including Bridge to Self-Sufficiency assessments and goal setting.
  - Coach individual residents to set goals, develop plans, and accomplish desired outcomes.
  - Responsible for record keeping and quarterly incentive distribution (of what?).
  - Link people with systems that provide residents (or Program participants) with resources, services, and opportunities to work towards economic self-sufficiency.
  - Develop plans with client including specific interventions that will enhance their developmental, problem-solving, and coping capacities.
  - Establish a culture of ability and high expectations for clients.
  - Demonstrate an ability to form a professional working relationship with clients in an empathetic, respectful and non-judgmental way.
  - Complete necessary reporting requirements including enrollment screening, case notes and progress reports.
  - Responsible for data collection and entry, daily communication through email and utilization of current technology, Warren Village databases, and Microsoft Office programs.
  - Responsible for program marketing and participant recruitment.
  - Assist with referrals to the FEC financial coach.
  - Assist with referrals to wellness and mental health services.
  - Assist clients with resolution of credit, debt and criminal background issues.
  - Build collateral contacts to increase number and quality of community and organizational resources.

- **Specific Duties for Community Resource Coach**

- Develop goals for the Warren Village at Ivy Crossing program in conjunction with the overall strategic vision of Family Services and Warren Village, with a 2Gen approach
- Oversee data collection and program evaluation efforts
- Develop outcome measures and evaluation tools to help demonstrate program efficacy
- Provide support to Warren Village - Ivy Crossing volunteers
- Work collaboratively with supervisor to help develop Ivy Crossing budget annually
- Develop working relationship with current partners/community agencies.
- Advocate for and ensure service delivery and continuity of services
- Work collaboratively with Program and Evaluation Specialist to provide Life Skills courses and curricula for program participants as appropriate.
- Promote the goals of the organization through tours, presentations and written articles, as needed.
- Provide rent and utility assistance and emergency housing options, Crisis intervention and disaster relief
- Provide employment and education resources
- Provide resources for physical and mental health including; vaccination, and health epidemic information and referrals
- Provide referrals and support related to physical and/or emotional domestic abuse
- School support/enrollment assistance for children as a liaison for local schools
- Childcare support/enrollment assistance for children as a liaison for local centers
- Provide assistance with mainstream benefits acquisition
- Collaborate with Ivy Crossing for community events
- Communicating on a regular basis with Ivy Crossing staff, on time rent payments, property owner tenant relations and appropriate care of units/property.
- Assist with social work intern supervision.

**Competencies:**

- Ability to for a professional working relationship with clients in an empathetic, respectful and non-judgmental way.
- Must be committed to Warren Village's mission and culture
- Detail oriented and organized and able to work independently, with accuracy under limited supervision.
- Strong integrity, discretion and ability to maintain confidentiality.
- Demonstrated presentation skills with ability to speak and communicate effectively.
- Strong communication skills, both oral and written.
- Ability to relate to and work with diverse groups.
- Ability to work independently and self-motivate.
- Work environment encourages individual creativity, collaboration, teamwork and professional accountability.
- Technology systems aptitude. Demonstrated proficiency of Microsoft Office products.
- Demonstrated analytical and problem-solving capabilities, particularly in stressful environments.
- Strong communication required in both written and oral formats.
- Ability to work occasional night and weekend hours within the workweek.

**Minimum Qualifications:**

Bachelor's degree in Social Work, Counseling, Education or Human Services  
(Education substitute: 2 years of related experience for one year of education.)

**Preferred education and/or experience:**

- Master's degree preferred
- Social work licensure
- Community building experience

- Experience providing mental health services preferred.
- Bilingual (Spanish, French, Arabic or Swahili) and/or experience with culturally diverse people a plus.
- If driving is required, employee must have a valid driver's license and the ability to drive Warren Village vehicles.

**Schedule:** Monday-Friday 8pm 5p, occasionally weekend work may be required.

**Salary & Benefits:** Pay based on experience starting at \$45,000 to \$48,000.

**To Apply:** Interested candidates should submit the following items (as separate PDF attachments) to [careers@warrenvillage.org](mailto:careers@warrenvillage.org), Subject line: **Community Resource Coach**

1. Resume

*The above declarations are not intended to be an "all-inclusive" list of the duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job.*

*We do not accept unsolicited resumes from recruiting agencies. Warren Village is proud to be an Equal Opportunity Employer. We are committed to equal employment opportunity regardless of race, color, religion, sex (including pregnancy or related medical conditions), national origin, veteran status, sexual orientation, gender identity, age, disability, marital status, or other protected category. If you have a disability or special need that requires accommodation, please contact us at [careers@warrenvillage.org](mailto:careers@warrenvillage.org).*