



WESTERVILLE AREA RESOURCE MINISTRY

JOB DESCRIPTION

JOB TITLE:	Supportive Coach	DATE:	07/20/2022
INCUMBENT:		FLSA STATUS:	Non-Exempt
REPORTS TO:	Client Services	APPROVED BY:	Executive Director

PRIMARY OBJECTIVE:

Be part of the mission of WARM by taking responsibility to assist clients in developing a plan of action to help them achieve self-sufficiency and to coordinate food and short term assistance for clients.

NATURE AND SCOPE:

This position is an integral part of the Client Services team and regularly interacts with clients, volunteers, staff members and representatives of community groups and agencies in order to provide for the needs of clients.

This is a full time position, Monday through Friday (40 hours per week.) Hours of duty will generally be as follows: Monday-Friday 8:30-4:30. Occasional early morning, evening and weekend hours may be required.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Welcomes, directs, informs and guides clients regarding all WARM programs and other pertinent community resources.
- Works to establish positive and meaningful relationships with new and existing clients using life coaching and motivational interviewing skills, active listening and individual goal plans and assessment techniques in order to determine and monitor the needs and progress of each client.
- Responsible for obtaining client information in order to determine eligibility for low-income households seeking assistance within WARM's service area.
- Identifies and coordinates resources and programs available both within WARM and in the broader community to assist the client in achieving his or her goals.
- Greet and check-in (as needed) those coming in for Curbside Pickup in the parking lot in all weather conditions using FreshTrak (PantryTrak).
- Oversee curbside pickup, including directing volunteers, troubleshooting customer service issues, and filling in for volunteers as needed.
- Prepares and maintains client records to assure accurate and current information.
- Responsible for conducting periodic follow-up assessments of clients.
- Maintains confidential client records in Apricot and other software systems.
- Contributes to team effort by working with Client Service coaches to sustain and initiate new programs and processes for clients.
- Maintains professional and technical knowledge by attending seminars and educational workshops.
- Contributes to reports and other presentations as requested by the Client Services Manager and/or the Executive Director.

- Establishes and maintains network relations with community agencies.
- Performs other duties as assigned by the Client Services Manager and/or the Executive Director.

DECISION-MAKING:

The position requires the ability to determine, through the interview and assessment process, the needs of the clients. The person must have the ability to collect and preserve data, establish facts and draw conclusions. The incumbent must have the ability to complete various duties while simultaneously maintaining each program's standards, processes and guidelines.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill and /or ability required. The physical requirements and work environment described is representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Bachelor's Degree in counseling or social work and/or a minimum of two years' experience in related field.
- Strong assessment, case management, counseling or coaching skills.
- Excellent listening and communications skills.
- Compassion and empathy for the poor is essential.
- Excellent leadership, organizational, interpersonal and verbal / written communication skills.
- Strong attention to detail.
- Ability to perform independently and in a team environment.
- Must be proficient in use of Microsoft Office software including Word, Excel, Power Point, and Outlook and database management.

PHYSICAL REQUIREMENTS AND ENVIRONMENT:

The position requires the ability to occasionally lift up to 50 pounds. This position consists of both sitting for periods of time and frequent walking. The employee is frequently required to reach with both hands and arms, along with occasionally stooping, kneeling or crouching. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and the ability to adjust focus. The employee is frequently required to talk and listen. All functions take place inside with optimal lighting in average room temperature.

Business casual attire is recommended except when meeting with community leaders / organizations at which time business attire is recommended.

EOE