

## **JOB DESCRIPTION**

**POSITION TITLE:** Family Services Coach/Case Manager

**PAY/BENEFITS:** \$38,000 Annual; Paid Vacation; Health Insurance; Retirement

**HOURS:** 37.5 hours per week

**BEGINNING DATE:** Immediately

**REPORTS TO:** Chief Administrative Officer

**PURPOSE:** Coaches are responsible for intakes, assessments, and short-term case management of walk-in and referred clients; completing reports, and working with team to develop best practices for population served.

### **DUTIES & RESPONSIBILITIES:**

- Provide intake and coaching services to individuals in need of assistance and referred by designated partners.
- Assess the overall needs of clients and advocate with in-house, spiritual, public and private resources for enhancement of services, as well as, provide appropriate referrals.
- Provide Life Skills training to clients, such as budgeting, time management, etc.
- Track participant progress through accurate and current data entry in Salesforce.
- Send timely follow-up emails to partner schools and organizations.
- Complete reports as requested by CEO and funding partners.
- Other related duties as assigned.
- Work with team members in providing case management and follow-up.

### **EXPECTATIONS:**

- Responsible & appropriate use of time, including: being ready to work at scheduled times, making wise use of time, being available for mandatory meetings & timely submission of time sheets and reports.
- Keep client information confidential.
- Provide respectful & dignified care that is culturally sensitive, fair, and non-discriminatory.
- Continue to develop professional skills and spiritual life.
- Prayerfully seek out opportunities to share Christ or encourage spiritually.
- Adhere to applicable ethical code & maintain professionalism with clients, partners, volunteers, staff & guests.
- Provide excellent care and service to all clients, partners, volunteers, staff & guests.
- Provide quality data and maintain excellence in reporting.
- Adapt to changing workload.
- Assist co-workers with projects or special tasks.
- Maintain professional appearance and adhere to dress code of position/work area.

### **QUALIFICATIONS:**

Qualified applicants will;

- Possess the ability to work independently and as a team member.

- Possess excellent interpersonal, communication, and relationship-building skills.
- Possess excellent organizational skills.
- Be discerning and able to make wise decisions.
- Have an understanding of basic computer skills & knowledge of Microsoft Office Suite.
- Possess personal development & budgeting skills.
- Able to communicate & relate with people from any socioeconomic background, race or culture.
- Able to manage projects & daily tasks to meet established timelines.
- Possess a valid State of Texas driver's license.
- Have a growing faith in Jesus Christ, a calling to social ministry at Cornerstone & a desire to humbly serve wherever needed

Email Resume and Cover Letter to: [Info@canetwork.org](mailto:Info@canetwork.org)