

Community Action Partnership of Central Illinois JOB DESCRIPTION

POSITION: Personal Development Coach
Reports to: Lead Personal Development Coach

WORKSITE: E-Mobile/Float
CLASSIFICATION: VII – Non-EXEMPT
Wage Range: \$12.73 - \$18.56
Annualized: \$26,478-\$38,604

SUMMARY OBJECTIVE:

Responsible for providing counseling and support for community members and CAPCIL clients in their pursuit of self-sufficiency through CAP programming. Under the supervision of the Lead Personal Development Coach, the Personal Development Coach will do outreach within the assigned County(ies), assess, track, monitor and report on an on-going basis the progress of the clients. Personal Development Coach will work closely with agency staff and the Lead Personal Development Coach to recruit and accept new members of the community to engage them for all services offered through the Agency. Each Personal Development Coach will be expected to counsel and monitor approximately 45 clients.

RESPONSIBILITIES:

1. Provide outreach, education, and training to CAPCIL clients and the community in the areas defined by the agency as desired family outcomes.
2. Ensure accurate monitoring, follow up, and analysis of family service requirements in accordance with Head Start Performance Standards and Agency defined outcomes.
3. Maintain record keeping and reporting systems for all Agency and program standards.
4. Assist the Agency in facilitating positive and appropriate engagement and referrals with all Programs.
5. Meet with pertinent family and community engagement staff to ensure best practice and compliance.
6. Monitor and provide feedback to the Department Directors.
7. Work with the Family Educators to develop a strategic coaching strategy to include the participation in Agency programs designed to improve overall family stability and health.
8. Assist in ensuring family engagement and school readiness activities are offered in accordance with Performance Standards and Head Start policies and procedures.
9. Ensure compliance with transition service plan, family outcomes and community engagement via CAP60 software and any other agency tracking tools.
10. Update and revise service area plans as necessary.
11. Promote coordination and continuity of family and community systems, services, resources and supports within the Agency and its programs.
12. Assist as directed with the annual self-assessment, community assessment and PIR reports.
13. Assist in the development, dissemination and interpretation of parent surveys as requested by Head Start.
14. Assist with community awareness efforts to include canvassing of communities to distribute literature about all Agency programs and to collect community feedback by way of personal interviews & surveys.
15. Provide feedback to family service staff regarding children's files to ensure accurate record keeping.
16. Assist with documentation and reports of site monitoring, observations, referrals and assessments related to Health Services.
17. Perform other duties, as deemed necessary, for the smooth facilitation and operation of the program to include answering phones, responding to electronic inquiries, initiating both internal and external referrals for all Agency programs, providing transportation assistance and childcare support.

Key Performance Indicator	Measure	What does Good Look Like?
Customers build their knowledge of growth mindset principles	% of families engaging in the growme app bi-monthly	25% of coached families are engaged 50% of the weeks (measured bi-monthly)
Customers reduce their dependency on welfare/service aids	% of families have correlating positive ROI's and Self-Sufficiency scores on an annual basis	% of families who raised their self-sufficiency score saw a reduction in welfare (measured semi-annually prior to May 15 and December 31)
Customers receive holistic opportunity to increase their self-sufficiency	% of families engaging in multiple CAPCIL services on a monthly basis	25% of families are engaged in 2 or more services (report monthly)

QUALIFICATIONS:

1. Demonstrated ability to work with staff and the general public.
2. Possess outgoing and charismatic personality.
3. Associates Degree in Sociology, Psychology, Family Service or related field. Alternatively, 4+ years commensurate experience.
4. Ability to supervise effectively and to serve as a mentor to staff.
5. Ability to make timely, thoughtful and informed decisions.
6. Strong oral and written communication skills.
7. Capacity to maintain professional attitude at all times.
8. Experience in Database, Web based and current Microsoft Application.
9. Obtain and maintain Family and Community Development (FCD) certification.
10. Possess good organizational skills.
11. Successfully complete fingerprint and background check as required by 89 Ill. Adm. Code 385, Background Checks (Section 407.110) and CAPCIL procedure.
12. Possess valid Driver's License, functional vehicle and proof of vehicle insurance.
13. Must successfully complete CPR, First Aid and any other training necessary for the operation of the program.

Personal Development Coach

Date