



JOB DESCRIPTION

JOB TITLE: Lead Life Coach
LOCATION: Jackson or Josephine County
REPORTS TO: Shelter Coordinator
FLSA STATUS: Full time, Hourly, Non-exempt
SALARY RANGE: TBD, DOE

POSITION SUMMARY

In addition to performing all duties required of a Life Coach the Lead Life Coach will role model, mentor, coach, guide, and support other Life Coaches using our accepted program models (i.e. CPS, CPI NVCI, Positive Youth Development, etc.). The Lead Life Coach will serve as a direct point of contact on behalf of, and in coordination with, the Shelter Coordinator as requested or in his/her absence. The Lead Life Coach will exercise a leadership role in carrying out all program operations including assigning or delegating responsibilities, scheduling, problem solving and crisis intervention all using the lens of the mission, vision, and values of Hearts With a Mission.

ESSENTIAL FUNCTIONS

- Serve in a leadership role with all Life Coaches
- Work closely with Case Management staff, education/aftercare Coordinators, counselors and Safe Families for Children Coordinator to ensure all plan objectives are met and discharge objectives are met.
- Model and ensure that families of our shelter youth are treated by HWAM with trauma informed communication, and with a high regard and respect
- Ensure services are provided confidentially.
- Ensure supervision, support and direction to all volunteers in shelter.
- Remain reasonably available to cover any shift if needed
- Train new hires and Life Coaches on policy, procedure, protocols
- Maintain awareness of headcount, staff to youth ratios, and youth activities at all times
- Ensure adequate youth supervision is occurring at all times
- Provide crisis intervention and referrals as necessary
- Intervene in any situation that is not consistent with the mission, vision, values, policies, and procedures of Hearts with a Mission.
- Direct, teach, provide feedback, guide, role model, and coach all behavioral models (CPI, CPS, PYD, 40 Developmental Assets, ACES, Prudent Parenting, etc.).
- Assist Shelter Coordinator as directed.
- Complete all paperwork in a timely, thorough, and accurate manner
- Encourage productivity and positive affirmations through words and actions
- Recommends improvements or changes to forms, policies, procedures, protocols to improve systems and align with program models, the mission, vision, values, policies, and procedures of Hearts with a Mission.
- Reports any issues, concerns, grievances, personnel issues, etc. immediately to Shelter Coordinator or in their absence the Program Director.
- Oversee staff compliance and report any concerns to the Shelter Coordinator



- Understand all requirements to maintain the shelter in accordance with licensing requirements.
- Ensure a safe and clean environment at all times.
- Participate in safety committee meetings.
- Participate in youth advisory mtgs.
- Attend and participate in all meetings and trainings as requested.
- Work in accordance of HWAM mission statement.

NON ESSENTIAL FUNCTIONS

- Other duties as assigned

REQUIRED EDUCATION & EXPERIENCE:

- Bachelor's Degree in Psychology, Sociology, Human Services or a related field **OR** equivalent education and experience.
- Must demonstrate a high level of knowledge and competency of CPI's Non-violent crisis intervention model, Collaborative Problem Solving, Positive Youth Development, Prudent Parenting, and the 40 Developmental Assets.
- Must demonstrate good decision making, problem-solving, and ability to manage a stressful environment with love and grace.
- Excellent written, verbal, and interpersonal communication skills.

PREFERRED EDUCATION & EXPERIENCE:

- 1 year in a lead position (proven year(s) as a life coach)
- Bilingual English/Spanish preferred

REQUIRED KNOWLEDGE, SKILLS, & ABILITIES (KSA): aka Competencies

- Must be able to comfortably apply a variety of leadership KSA's including servant leadership, situational leadership, and functional leadership in all situations.
- Must remain calm, professional, and represent the mission, vision, and values of HWAM.
- Demonstrate Emotional Intelligence-awareness of your own behaviors and the effect you have on others and being in-tune with that in others.
- Able to operate in a variety of social settings comfortably.
- Ability to deal with conflict in a calm, rational, and respectful manner.
- Be able to make decisions both in the moment and knowing when it is appropriate to take your time and seek resources and guidance.
- Ability to inspire and motivate others to take action.
- Know when to walk away and seek help.

OTHER REQUIREMENTS:

- Valid Oregon driver's license, reliable transportation, and proof of auto insurance. Must maintain an acceptable driving record in compliance with HWAM insurance provider. Cannot have 3 or more traffic citations in the past 3 years.
- Able to work a flexible schedule. Evening and weekend work may be required.
- Ability to pass a pre-employment drug screen and DHS Child Welfare background check.
- First-Aid/CPR Certification and Food Handler's Certification within 20-days of hire.



Working Conditions: The working conditions described here are representative of those that exist as part of the essential functions of the job.

This position primarily works indoors, in a shelter for at-risk, homeless, and runaway youth ages 10-17 years. Typically this position is not exposed to hazardous materials, loud noises, or extreme heat/cold.

This position may occasionally require working overtime, weekends, nights, and holidays.

Mental Demands:

- Reading, writing, math calculations
- Work under pressure with deadlines
- Exposed to youth and families in crisis
- Able to manage and juggle multiple situations at the same time
- May be required to speak publicly
- Ability to deal with and successfully manage work-related stress



Physical Demands:

	Never	Seldom 1-5%	Occas. 6-33%	Freq. 34-66%	Continuous 67-100%
Vision					X
Hearing					X
Push/Pull 10# >				X	
Push/Pull 10# <				X	
Lift/Carry 10# >				X	
Lift/Carry 10# <				X	
Sit				X	
Stand				X	
Bend/Stoop			X		
Twist			X		
Crouch/squat		X			
Kneel		X		X	
Walk				X	
Climb Steps/Stairs			X		
Reach <u>at</u> or above Shoulder				X	
Reach below shoulder					X
Use of Arms					X
Use of Wrist					X
Use of Hands					X
Grasping/squeezing				X	
Operate foot controls		X			

Environment: Inside **75** % of time Outside **25** % of time

Hazardous Conditions: Potential for exposure to airborne and bloodborne pathogens. Will be exposed to normal household chemicals.

Equipment Used: May include general office equipment, such as a computer, keyboard, telephone, camera, agency or personal or company vehicle, general cleaning supplies, and kitchen utensils/supplies.



The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job, nor are they intended to be an all-inclusive list of the skills and abilities required to do the job. Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time. The duties and responsibilities in this job description may be subject to change at any time due to reasonable accommodation or other reasons. Hearts With A Mission is an At-Will and Equal Opportunity Employer.

Staff signature below constitutes the staff's understanding of the requirements, essential functions and duties of the position.

Employee Name (printed): _____

Employee Signature: _____ Date _____

Supervisor Name (printed): _____

Supervisor Signature: _____ Date _____

Hearts With A Mission is an Equal Opportunity Employer: All qualified applicants will receive consideration for employment without discrimination based on age, sex, gender, gender-identification, pregnancy, religion, marital or family status, race, color, creed, national origin, or disability.