



PRINT NAME:

JOB DESCRIPTION

JOB TITLE: Life Coach

LOCATION: Jackson or Josephine County

REPORTS TO: Shelter Coordinator

FLSA STATUS: Part or Full time, Hourly, Non-exempt

SALARY RANGE: TBD, DOE

POSITION SUMMARY

The Life Coach will provide direct supervision of youth ages 10-17years living in a temporary youth shelter. Provide mentoring, life skills training, coaching, peer support, and apply positive behavior management techniques in a loving, yet structured, setting. Involves meal preparation, cleaning, record keeping, medication administration, transportation, written reports, and engaging with youth. Monitor safety and security.

ESSENTIAL FUNCTIONS

- Provide constant coverage for assigned shifts working within a team and independently to complete all assigned tasks.
- Monitor and supervise youth, shelter and youth activities.
- Completing youth intakes for emergency shelter including paperwork, assists youth and parents with needs and questions. Provide direct service to youths over the phone and face to face including support and advocacy.
- Provide, lead, and model hands-on life skills such as (not limited to) cooking, cleaning, preparing and serving food, how to make a resume, apply for a job, schedule medical appointments, etc...
- Provide Crisis Intervention by phone.
- Maintain confidentiality in all youth and family matters, direct interaction, written information, case discussion, etc.
- Work in conjunction with Shelter Coordinator and Lead Life Coach to maintain a safe and supportive environment for youth.
- Provide direct supervision and positive behavioral support of youth
- Provide specific life skill training as it relates to the youth's Individual Service Plan.
- Develops relationships with each resident to promote healthy growth and development
- Utilizes relationships to help residents cope more effectively in the world which they live
- Help youth and families in crisis problem solve to resolve issues when management is unavailable.
- Provide (non-physical) crisis intervention (i.e. CPI NVCI, CPS, etc) as needed, including involvement of other staff or authorities.
- Consistently apply HWAM policies, procedures, and behavior management tools (CPS, Prudent Parenting, etc) in all interactions.
- Share in the responsibility of meal preparation, shelter cleaning and maintenance.
- Assist with scheduling and implementing youth activities. May join Adventure Therapy outings as approved and trained.
- Contribute to the smooth management and supervision of the shelter, which may include assuming other duties as assigned.



- Use independent professional judgment within the parameters of established policy and procedure, mission, vision, and values to solve day-to-day problems within established guidelines, policies and procedures.
- Interact and network in a professional, caring and trauma informed manner with other agencies, institutions, law enforcement, and outside individuals to coordinate services for homeless, and at risk youth.
- Maintain timely, thorough, and accurate written and oral communication, including incident reports.
- Maintain the shelter in accordance with DHS licensing requirements. Ensure a safe and clean environment at all times.
- Ensure co-workers are kept informed of all pertinent data, changes, youth behaviors, needs, etc...
- Attend and participate in all meetings and trainings as requested.
- Transport youth individually or in groups 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 have experience working with at-risk youth ages 10-18 years.
- Must like kids and want to help youth and families in crisis using a trauma informed care model of decision making.
- Excellent written, verbal, and interpersonal communication skills.
- Must be proficient on a computer and able to learn new software.
- An understanding of (at least) basic human development and impacts of trauma

PREFERRED EDUCATION & EXPERIENCE:

- Bachelor's Degree in Psychology, Sociology, or Human Services or a related field
- 2+ years of work with at-risk youth
- Bilingual English/Spanish preferred
- Knowledge of trauma-informed care, theories, principles, and practices
- Training on any of the following: Collaborative Problem Solving, Non-violent Crisis Intervention, ACES, Trauma-Informed care, and Prudent Parenting.



REQUIRED KNOWLEDGE, SKILLS, & ABILITIES: aka Competencies

- Professionalism, including (not limited to): attendance, punctuality, dress, manner, honesty respect, awareness of self & others and an appropriate sense of humor.
- Demonstrate and live by a high standard of ethics and morals.
- Function as an adult role model to young people while fostering an environment of inclusiveness and youth empowerment. Demonstrate good moral character, integrity, including honesty, fairness, respect for the rights of others, respect for local, state, and federal laws, and have no history of serious criminal activity which may have a detrimental effect on the ability to supervise care of youth.
- Demonstrate qualities which enable them to work well with children and adolescents and their families in group care, such as: empathy, sensitivity, flexibility, emotional maturity, compassion, the ability to deal with frustration and conflict, a sense of humor, and a capacity to respect persons with differing lifestyles and philosophies.
- Demonstrates, promotes and practices cultural competency towards residents, families and staff with respect and understanding.
- Flexibility with willingness to learn, grow and develop as a child caring professional.
- Demonstrate a sound knowledge of the growth and development of youth.
- Good crisis intervention skills with the ability to relate to a wide variety of people in a non-judgmental, non-biased, positive, and competent manner.
- Must be able to learn and competently apply behavioral program models (CPS, CPI, Prudent Parenting, ACES, 40 Developmental Assets, Positive Youth Development) etc.. using the lens of HWAM's mission, vision, and values in our decision making
- Be able to work as part of a strong, supportive team providing services and links to service agencies for homeless, runaway and at-risk youth and their families.
- Must be able to remain calm and in control in high-stress, intense situations.
- Must demonstrate excellent interpersonal communication skills both one-on-one and in a group setting.
- Good organizational and time management skills.

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.
- Must actively participate in continued education and seek to improve professional knowledge.
- 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, unusual loud noises (i.e. equipment), or extreme heat/cold. Noise levels are consistent with a youth shelter housing up to 16 youth and numerous staff consecutively.

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.