

Springboard To Opportunities
Community Coach
www.springboardto.org

Organization: Springboard To Opportunities is a rapidly growing 501©3 organization that connects families living in affordable housing with resources and programs to help with advancement in school, work, and life.

Reports To: Managing Director

Classification: Full-Time (Exempt)

Supervisory Functions: None

Major Function: Work one-on-one and in group settings with residents of affordable housing as they develop goals for themselves in life, work, and school; providing supportive services and coaching in the process of developing and working toward these goals. The successful candidate must have a deep desire to work with people and create sustainable change with an understanding of the systemic barriers and unique challenges faced by families experiencing poverty.

- **Provide Individualized Support** - Provide residents with individual job placement assistance and education support as needed. This includes but is not limited to resume writing, assisting with enrollment applications, financial aid, interviewing, job search tools and strategies, job referrals, job development and assistance with employment barrier resolution through providing direct support and referrals to appropriate resources.
- **Develop Service Plans for Reaching Goals** - Evaluate individual strengths, needs, and goals. Develop a plan to help them make progress toward these goals. Overall, the aim is to provide support to help people and groups reach their full potential.
- **Utilizing Strengths-Based Approaches** – Work with individual residents to identify and troubleshoot potential barriers early and refer to appropriate resources. Provide support, as needed, in helping residents work through obstacles they may face.
- **Connect Individuals to Local Services** - Develop and maintain partnerships with education providers, workforce groups, and local businesses and employers to ensure that participants have the education and training needed to achieve long-term economic self-sufficiency. Serve as a bridge between participants and these local partners to provide opportunities for employment and further training.

ESSENTIAL SKILLS AND EXPERIENCE:

- Demonstrated experience effectively connecting participants with complex needs to community resources including low-income populations.
- Very comfortable and adept at using computer and mobile computing technology like Wi-Fi, laptops, smart phones, Microsoft Office products, Google web-based products, databases, etc.
- Proven ability to work collaboratively with supervisors, co-workers, partners, and other community members to identify and achieve common goals. Ability to flexibly meet competing demands of participants, employers, partners, and team members while maintaining focus on scope of role to achieve outcomes.
- Effective human services skills such as coaching, mentoring, supervision, client motivation, and tracking of such services.
- Knowledge of issues faced by low-income families. Ability to conduct respectful outreach and engagement activities and coordinate wrap around services.

DESIRABLE SKILLS AND EXPERIENCE:

- Possess excellent critical thinking and decision-making skills, which includes regular communication with supervisor to ensure tasks and project goals are in alignment with scopes of work and overall strategic outcomes.
 - Demonstrated ability to communicate complex information in an accessible manner tailored to the audience which includes participants, partners, presentations, etc.
 - Ability to develop and facilitate engaging workshops to groups.
 - Demonstrated organizational and office skills in developing, managing, and tracking program materials, processes, and procedures.
 - Ability to personify a pleasant and friendly atmosphere to the general public, staff, leadership, and the Board of Directors.
 - Ability to communicate effectively both orally and in writing.
 - Ability to effectively transition between multiple work locations.
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QUALIFICATIONS:

- Minimum of a B.A. in psychology, social or career development, education, social services, or other related field and at least 5 years of substantial work experience with evidence of effective work in poverty alleviation, community engagement, program development and advocacy.
- Comprehensive understanding of program design and development, evaluation, systems, networking, and community change.
- Knowledge of social and economic indicators affecting low-income communities and families, as well as experience working with low-income communities.
- Possess excellent critical thinking and decision-making skills, which includes regular communication with supervisor to ensure tasks and project goals are in alignment with scopes of work and overall strategic outcomes.
- Knowledge and experience in practice areas such as public housing, resident services, community organizing, civic engagement, community revitalization, human services, education, and economic development.
- Excellent writing, editing, analytical, and oral communication skills. Ability to collect, review, synthesize, disseminate and present information and findings to broad and diverse audiences.
- Have strong networks and contacts.

This is a full-time (40 hours/week) position. Salary is competitive and commensurate with experience. Benefits include health insurance, short- and long-term disability insurance, paid time off and retirement plan.

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Interested Candidates should apply at www.indeed.com

Key word(s): Springboard to Opportunities, community coach