



Hispanic Unity of Florida

Job Title: Success Coach
Reports To: Family Service Coordinator
Classification: Non-Exempt, Full-Time Employee
Date Released: July 2024

Summary:

The Success Coach (SC) will serve as a Liaison and advocate for the families served. The SC will handle a caseload of 25:1 ratio. Success Coach will be responsible for delivering holistic and comprehensive Strength-Based Case Management (SBCM). Complete follow-up with youth and families. Provide links to community resources, coordinate service delivery, conduct surveys, assist with orientation and registration, and track outcomes. The SC will engage with the students while they are participating in their before and after-school programs. The SC will motivate students to participate in the program. The SC will assess each youth and family. HUF will take an innovative two-generation approach to include Parent Engagement, Economic Development, Educational Workshops, and Civic Engagement to assist those families in achieving self-sufficiency by providing services, training, and educational opportunities to parents to parallel and mirror the enrichment and educational offerings to their children access through participation in the U4T program.

Mandatory Components:

Assessments:

- Youth assessments will be completed within a period of being 2 weeks registered in the program.
- Parental assessments will be completed within a period of **4-8** weeks of a family entering the Program.

Goal Development:

- The SC shall review assessment information and work with each youth to create individualized long and short-term program goals, incorporating the youth's voice into each goal.
 - Goal development shall be completed within approximately the first two (2) months of the youth's enrollment into the program to give time for trust-building and collecting essential information, e.g., report cards, etc. College and Career Readiness will be addressed as part of the goal setting.

- ISPs shall include developmentally and culturally appropriate interventions that are continuously reevaluated and services adjusted to meet the youth's current needs.

Triaged Case Management:

- Youth and Families shall be referred to services in a timely manner. Referrals should be based on assessments, risk factors, and identified needs for mental health issues, substance abuse, domestic violence, and child abuse and neglect to appropriate community providers. SC must follow up on referrals regularly.
- Youth and Families will be connected to services that enhance academic performance. Follow-ups on such referrals must be made regularly.
- Youth and Families will be coached through academic supports, which include tutoring, credit recovery, and guidance towards promotion and/or graduation.
- Youth and Families will be connected to scholarship opportunities, financial aid/tuition assistance, and post-secondary institutions.
- Youth and families will also be referred to services such as employment assistance, financial capabilities, and civic engagement services as needed.

Additional Requirements:

- Success Coach must have a minimum of 2 face-to-face contacts per month with youth.
- The Success Coach will have a minimum of one face-to-face contact with the Youth's Parent or guardian every two months.
- Success Coach will submit emergency assistance requests for those families in need
- Success Coach completes financial assessments for families served.
- Success Coach must keep files and required documentation up to date in respective files: including but not limited to registrations, consent forms, assessments, student schedules, interim reports, report cards, resumes, service plans, referrals and case notes.
- The Success Coach will deliver a variety of curricula in group settings that support the program's overall goals and motivate students' participation.
- Success Coach will participate in the compilation and writing/summarizing of monthly client success stories.
- Success Coach will work weeknights and weekends as needed by the program.
- Success Coach must have a valid driver's license, reliable transportation and an insured vehicle.

Qualifications:

- Associate degree recommended. Bachelor’s degree in education, social work, counseling, psychology, or related field preferred or equivalent years of direct experience in case management.
- Minimum of one year of case management experience, working with youth and families is recommended
- Knowledge of community and social services in Broward County.
- Good written, organizational, project management, interpersonal and communication skills.
- Ability to work effectively, independently and in an organized manner.
- Ability to work effectively in a team environment with a positive attitude and handling sensitive and confidential information with maximum discretion.
- Keep confidentiality of all client records.
- Perform related duties as needed.

Hispanic Unity of Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read my job description and understand my responsibilities.

Employee’s Signature _____ Date: _____

Supervisor’s Signature _____ Date: _____

Supervisor’s Title: _____

“This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice”.

Updated July 2024