



Job Description: Steve O'Neil Apartments Family Coach

Status: Fulltime

Date: February 2025

Category: Non-exempt

Supervisor: Site Services Manager

Salary Level: start at \$20.30/hour

Approved by: Executive Committee

SUMMARY: Responsible for holding and broadly disseminating the vision of Steve O'Neil Apartments as a *culturally diverse community that keeps the well-being of all children and their families at the very center of community life* by coaching and advocating for families so that they can realize their hopes and dreams. Understands and applies *Housing First, Harm Reduction, Circle of Security, Trauma-Informed Practice, and Community Wellness* philosophies and approaches.

- Uses coaching and relational skills to encourage and support residents in choosing healing strategies for themselves and their families; building hopes and dreams for themselves and their families; and identifying and using strategies to reach those hopes and dreams.
- Participates in co-creating daily community life practices that promote relationship-building, healing, trust-building, health and wellness, and curiosity for learning.
- Participates in building the components of a successful community life that encourages and supports development for all.
- Creates bridging strategies that connect residents to broader resources and activities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Conduct screenings and schedule intake with families/heads of households to determine and document housing eligibility (HUD, HPH, LTH, Income verification, etc.), review program rules and expectations, and assess barriers to successful tenancy.
- Assist with arranging, and supporting the details of the move-in to the Steve O'Neil Permanent Supportive Housing Program ensuring that the living environment is safe and livable. Identify resources to cover one-time expenses that facilitate access to housing and the establishment of a household such as security deposits, moving costs, furnishings, adaptive aids, and environmental modifications.
- Assist households to obtain benefits they are, or may be, eligible for such as MFIP, medical assistance, general assistance, food support, child care/respite, etc.
- Assist households in maintaining their project-based housing voucher with HRA by completing all subsidy requirements, within 14 days of any changes (income/household size), and annually thereafter.
- Advocate and support families in obtaining needed community services such as health care, substance abuse treatment, mental health treatment, transportation, etc.
- Provide crisis intervention as needed and/or when requested by property management for program participants; address disputes or differences between residents and property management; assist in household disputes and conflict resolution between residents.
- In conjunction with families and individuals, develop an Individualized Service Plan, based on the housing assessment, to establish goals and action steps toward stabilization, independent living, and self-sufficiency; Assist tenants in identifying and accessing services necessary to reach their goals in the areas of housing, education, income, security, and quality of life.

- Provide case management, advocacy, and support for families impacted by homelessness, domestic violence, mental health, addiction, and other barriers who are participating in the Steve O'Neil Permanent Supportive Housing Program.
- Meet with households at least twice / month (more often when needed), including home visits, to monitor progress or barriers toward achieving Individualized Service Plan goals and to ensure proper housekeeping and condition of the apartment.
- Support families and individuals in examining the impacts of current and past trauma and stress on family life while working to build on current personal assets, creating a hopeful future.
- Monitor, assess, and assist families with life skills, such as independent living, parenting, budgeting, home care, hygiene, etc.
- Participate in Steve O'Neil Apartments community activities and meetings, and advocate for individuals and families in the community while working with other service providers.
- When applicable, participate in inter-agency teams/meetings in Duluth and St. Louis County to streamline processes and improve outcomes for families experiencing homelessness.
- Ensure that Program recordkeeping and reporting systems (HMIS) are accurately maintained following federal, state, and local requirements; Maintain appropriate client files by completing weekly case notes, updating client goal plans quarterly, and submitting program-related reporting as required.
- Work closely with other Family Coaches, Early Childhood Education Program Staff, Youth Program Coordinator, Property Manager, and other community agencies.
- Develop healthy and helpful relationships with families and individuals while maintaining professional boundaries.
- Attend weekly staff meetings, regular trainings, or other meetings as assigned.
- Share on-call duties with other team members for evening and weekend support.
- As appropriate, provide public speaking, outreach, and education about Chum and Steve O'Neil programming.
- The schedule for this position is flexible - based on the needs of the organization and the responsibilities of the position. Successful candidates must have the ability to cover various shifts as necessary, particularly on weekends and holidays. This position requires a variety of hours in which evening work will be involved.
- Other duties, as assigned.

QUALIFICATION REQUIREMENTS:

Education And/ Or Experience: Bachelor's degree (B.A.) or equivalent from four-year college or university in Social Work or related field; **or** equivalent combination of education and relevant experience in case management, working with persons and families who may have low incomes, have experienced homelessness, chemical dependence, mentally illness, or incarceration. Knowledge or willingness to learn HMIS. Knowledge of public and private community services and resources. Ability to work through the faith communities and utilize resources. Skills in individual and community advocacy. **People with lived experience of homelessness and people of color are strongly encouraged to apply.**

Certificates, Licenses, Registrations: Certified in First Aid and CPR and trained in navigating the HMIS system. Valid Driver's License required.

Other Skills and Abilities: Self motivation, mediation/negotiation, compassion, listening skills. Must be flexible, adaptable and resourceful.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- While performing the duties of this job, the employee is required to talk, hear, stand, walk and sit. The employee is occasionally required to: use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; stoop, kneel, crouch, or crawl; and taste or smell.
- The employee must frequently lift and move up to 25 pounds and occasionally lift and move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- While performing the duties of this job, the employee may need to travel to various Chum locations.
- The noise level in the work environment is usually moderate to occasionally noisy.

EMPLOYEE BENEFITS

Employees of Chum enjoy an exciting benefits package which includes the following:

- Paid Time Off (PTO)
- Paid Holidays + 2 Floating Holidays
- Bereavement Leave (3 days)
- Employee Assistance Program (EAP)
- Financial Support of Educational Opportunities
- 403b Retirement Account
- Dental, Life, and Health Insurance
- Short- and Long-Term Disability Insurance
- Health Savings Account (HSA)
- Mandatory Benefits as defined by law

APPLICATION DEADLINE:

Please send a cover letter and resume by e-mail to Chum@Chumduluth.org with “Family Coach” in the subject line. Resumes will be reviewed as received and the position will be open until filled. People with lived experience of homelessness and of color are strongly encouraged to apply.