



BNB Family Coach

(Aug 2021)

Summary: The Beyond New Beginnings (BNB) supportive housing program serves young moms and their children as they graduate from high school and figure out next steps. The goal of the program is for moms to work toward becoming self-supporting.

BNB works closely with the Carver County Community Development Agency to provide low-income housing. BNB offers individual support through weekly classes on life skills (parenting, budgeting, Empowerment, safety, nutrition/cooking and self-care), and in collaboration with myHealth, families have access to Public Health Nursing, Mental Health and Reproductive health services. BNB works with families as they navigate county programs and services, too.

The Family Coach (FC) for Beyond New Beginnings will report to the Executive Director and assist families by providing case management services to meet needs and reach goals. Flexibility and commitment to the program are critical elements of this position.

ESSENTIAL FUNCTIONS

Be actively involved with reviewing applications, interviewing applicants and determining program eligibility.

Partner with the family to develop and write personalized family goals that address specific emotional, physical, social and cultural issues in order to reduce workforce, educational and housing barriers.

Evaluate goals and plans regularly. Make adjustments as needed.

Assist with move-in/move-out needs.

Assist moms with job searches, educational options and accessing child care.

Work with a team of BNB Board, staff, volunteers, and Executive Director.

Respond to family crisis situations as needed.

Perform regular visits to the family's home as part of on-going support.

Maintain accurate and conscientious client files.

Adhere to requirements for tracking information.

Coordinate services with CDA and Metro HRA regarding housing concerns (leases, inspections, downpayment, rent).

Support the Executive Director in maintaining a Mentor program for the moms.

Participate with the team that sets up Monday night programming.

Work with Executive Director to coordinate schedule for programming with myHealth.

Check security cameras as needed.

Assist in on-going development of BNB social media.

CLEAR DRIVEN COMPETENCIES

- Fostering Teamwork
- Continuous Improvement
- Communication
- Building Collaborative Relationships
- Customer Centered
- Analytical Thinking
- Use of Technology and information management

MINIMUM QUALIFICATIONS

Education, Training and Experience Guidelines

Associate's degree in social work or related field or experience in lieu of degree. Experience working with young moms and their children and/or families from various social backgrounds. Also prefer experience with subsidized housing programs and county services like MFIP, SNAP, child care assistance, Career Workforce.

Knowledge of:

- Applicable housing policies, procedures and regulations covering specific areas of assignment.
- Principles of Trauma Informed Care, Person Centered Theory, and Housing First.

- Knowledge of and experience working with mental health and chemical dependency populations.
- Local community resources and regional community services programs.
- Principles of record keeping and records management and personal computers utilizing standard and specialized software.

Skill in:

- Analyzing problems and developing effective solutions.
- Principles and practices of conflict resolution, customer service and outreach.
- Working effectively with persons of diverse racial and socioeconomic backgrounds.
- Assessing and prioritizing multiple tasks, projects and demands.
- Perceiving the needs and concerns of others, interacting in a tactful manner, resolving conflicts, mediating disputes, and building personal skills.
- Preparing and presenting public reports and engaging community groups in meaningful dialogue.
- Maintaining composure and working effectively under stressful conditions.
- Collaborating as a team member, with colleagues, staff and community representatives.
- Establishing and maintaining cooperative working relationships with co-workers, clients and community agencies.
- Effective verbal and written communication.

LICENSE AND CERTIFICATION REQUIREMENTS

A valid Minnesota State Driver's License, proof of insurance and review of Motor Vehicle Record (MVR) report is required.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work is performed in a standard office environment which requires occasionally lifting such articles as file boxes or heavier materials with help from others and/or lifting and carrying light objects frequently. Mobility to drive a motor vehicle in order to attend meetings. A job in this category may require walking or standing to a significant degree or may involve sitting most of the time with long periods of computer work and heavy phone usage.

AFFIRMATIVE ACTION POLICY: Beyond New Beginnings will not deny anyone the opportunities for training or employment because of sex, race, religion, color, creed, national origin, marital status, age, sexual preference, disability or status with regard to public assistance.

Beyond New Beginnings is an Equal Opportunity/Affirmative Action employer and is committed to building a culturally diverse workforce.

COMPETENCIES

Organizational Excellence: All Beyond New Beginnings employees can help maximize the quality of our customer service through continuous improvement of our processes, commitment to finding better ways to do things, and working together to accomplish this.

1. **Fostering Teamwork:** As a team member, the ability and desire to work cooperatively with others on a team; listens and responds constructively to other team members' ideas. Offers support for others' ideas and proposals. Provides assistance, information, or other support to others, to build or maintain relationships with them.
2. **Continuous Improvement:** The ability to demonstrate support for innovation and for organizational changes needed to improve the organization's effectiveness; initiating, sponsoring, and implementing organizational change; helping others to successfully manage organizational change. Proposes new approaches, methods, or technologies.
3. **Analytical Thinking:** The ability to tackle a problem by using a logical, systematic, sequential approach. Weighs the costs, benefits, risks, and chances for success, in making a decision. Approaches a complex task or problem by breaking it down into its component parts and considering each part in detail.

Marketing and Communications: By reaching out as passionate ambassadors of BNB, all employees can help connect more clients to our programs and energize more volunteers to support our efforts to serve our clients.

4. **Communication:** The ability to ensure that information is passed on to others who should be kept informed. Ensures that important information is shared with others. Shares ideas and information with others who might find them useful. Uses multiple channels or means to communicate important messages (e.g., memos, newsletters, meetings, electronic mail). Keeps his/her manager informed about progress and problems; avoids surprises. Ensures that regular, consistent communication takes place. Is responsive, receptive and follows up to communication received.

Diversified Fund Development: All BNB employees can help fund our mission by developing and cultivating new or existing relationships leading to increased donations to improve our customer service and program offerings.

5. Building Collaborative Relationships: The ability to develop, maintain, and strengthen partnerships with others inside or outside the organization who can provide information, assistance, and support. Takes time to get to know coworkers, to build rapport and establish a common bond.

6. Customer Centered: Creates and maintains an environment that provides customers/clients with desired services and outcomes. Combines experience, insight, and data to determine how to best exceed customer and client needs. Ensures to deliver exceptional customer/client value, service and support.

Technology and Information Management: By supporting the BNB's efforts to expand the use of technology to simplify and streamline our daily work, all BNB employees can help provide our clients with the highest quality customer service possible.

7. Use of Technology and Information management: Supports the agency's efforts to expand the use of technology, understands and uses current technology appropriately for job functions, learns and utilizes new technology and leverages technology to assist with efficiency within position to assist our agency with providing the highest quality customer service possible.

Please send questions or cover letter and resume to Beyondnewbeginnings2020@gmail.com.