



Hampton Roads Community Action Program

2410 Wickham Avenue
Newport News, VA 23607

POSITION ANNOUNCEMENT

Position: Whole Family Coach
Location: Newport News, Virginia
Department: Strategic Initiatives – Whole Family Approach
FSLA Status: Exempt

Why Work for HRCAP: HRCAP is a regional organization with a steadfast commitment to improve the quality of life through programs in education, training, work experience, emergency services, housing counseling and many other success proven programs. We have been at the forefront of attacking the root causes of poverty towards the goal of elimination. As a result, many families have broken the chains of poverty and are now equipped for success.

SUMMARY: Performs social work, mobility case management and employment services for clients served by HRCAP. Employee is responsible for assisting clients in achieving self-sufficiency, determining eligibility for assistance through various programs and by the local Human Services Departments such as financial assistance, childcare assistance, and other programs. Work involves performing case management, counseling, assessing client needs, coordinating provision of needed services, and maintaining case records.

FUNDING NOTICE: The position will be reviewed by March 31st annually to determine funding availability in the new fiscal year beginning July 1st annually.

COVID-19 NOTICE: Proof of receipt of the COVID-19 vaccination required. Proof of immunization must include a copy of documentation indicating the vaccines received.

Education and/or Experience: Bachelor's degree in Social Services, Sociology, Human Services, Psychology, or closely related field and a minimum of one year of appropriate and related experience public assistance program administration. Experience with program eligibility evaluation. Must possess experience working with public housing residents. TANF and VIEW experience preferred. Expertise in MS Office-Excel, PowerPoint, and Word. Must possess and maintain a valid Virginia driver's license. Criminal record check, driving record and credit report required for employment. Adept at networking, building relationships, and community engagement. Ability to work across the organization to deliver solutions that meet internal and external objectives.

Responsibilities Include: Manages intense caseload and coordinates internal and external services for assigned families. Assist clients in achieving self-sufficiency; assess needs of households and determines appropriate supportive services; meets with clients regularly, assigns clients to activities aligned with individual and household development plans. Determines eligibility for assistance and benefit levels using EmpowOR Client Management System. Establishes and monitors individual and household development plan goals through information and assessment of client background. Explains nature of temporary assistance benefit programs and determines reason and need for assistance. Explains client responsibilities, rights and program availability. Evaluates employability status of clients and explores potential Workforce Development Programs. Processes intake applications for necessary community resources and diversion. Refers clients to Human Services as the result of overall assessment of situation as needed. Coordinates and participates in out of office visits with family members and other professionals. Prepares referrals for families requiring assistance; collaborates with Service Provider Network and other agencies or professionals as needed. Maintains current listing community resources. Create, monitor and track household development plans. Prepares and maintains confidential case records and files; documents all interactions with clients by entering data into EmpowOR Client Management System. Prepares and completes various forms, reports, correspondence, case records, client activity reports, service plans, assessment instruments, needs assessments, purchase orders, invoices, applications, funding reports, charts,

or other documents. Receives and completes various forms, reports, correspondence, case records, client activity reports, service plans, assessment instruments, needs assessments, purchase orders, invoices, applications, funding reports, charts, or other documents. Operates several technology tools (desktop, laptop, tablet, cellphone, hotspot, etc.) to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections. Utilize MS Office, EmpowOR Client Management System, e-mail, internet, other computer programs; performs basic maintenance of computer system and office equipment, such as replacing paper, ink, or toner. Communicates with supervisor, employees, other departments, clients, family members, companion aides, Newport News Human Services, government agencies, counselors, medical providers, law enforcement personnel, court personnel, attorneys, schools, Service Provider Network, professional colleagues, the public, and other individuals as needed to coordinate activities, review status of household plans, exchange information, or resolve problems. Maintains confidentiality of department issues and documentation. Operates a motor vehicle to conduct work activities. Performs general/clerical tasks, which may include answering telephone calls, entering data into computer, typing documents, making copies, sending/receiving faxes, filing documentation, or processing incoming/outgoing mail. Provides assistance to other employees or departments as needed. Performs other related duties as required. Represent the organization in professional, civic, and community groups as requested by the CEO.

Salary: Negotiable, based on experience. Forty (40) hours per week with Benefits.

Application: Qualified individuals should apply at 2410 Wickham Avenue, Newport News, VA 23607. Office hours are 8:00a.m. - 5:00p.m. Monday through Friday. You can also visit: <https://hrcapinc.org/about/employment/> to print an application and mail it to P.O. Box 37, Newport News, VA 23607 or fax it to 757-534-9240. Also you can email your application and resume to hrcapresume@hrcapinc.org

Closing Date: Applications accepted until position is filled.

Hampton Roads Community Action Program is an Equal Opportunity Employer