

**Job Title:** PH3 Lead Service Delivery Coach  
**Department:** Strategic Initiatives – Business / Workforce  
**Reports To:** Program Manager  
**FLSA Status:** Exempt  
**Reviewed:** 7/17/2022  
**Salary:** \$47,622- \$57,386 (based on experience and education) STEP3

**FUNDING NOTICE: This is a grant-funded position that will end on December 31, 2025.**

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

**WORKING CONDITIONS AND SCHEDULE: Frequent travel to the Middle Peninsula Regional Security Center along with home visits are required. This position is designated as essential. The coach must have reliable transportation and the ability to work day, evening, and weekend assignments as needed.**

### **SUMMARY**

Performs social work, mobility case management, and employment services to pre-release and post-release individuals transitioning back into the community. The coach will assist individuals housed in the Middle Peninsula Regional Security Center and other prisons as assigned. This position will provide supportive services including counseling to guide the individuals and their families from pre-release to post-release life.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties within the scope of this position may be assigned.

- Manage, assign, and coordinate internal and external services for assigned families.
- Oversee and provide case management/coaching services not limited to job readiness skills, employment, and housing coordination.
- Daily travel to the Middle Peninsula Regional Security Center, Greater Peninsula counties, and Newport News and Hampton. **Travel is expected 75% local and 10% non-local. Requires reliable transportation and valid Virginia Driver's License with auto insurance.**
- Manage and oversee pre-screening, intake, and assessments administered to all individuals enrolled in the program
- Manage, review and report all documented interactions (case notes), services, and outcomes for both the individual and family members in empowOR (client management database).
- Support service delivery coaches in carrying out the day-to-day duties of interacting with individuals and families.
- Monitor and update individual and household development plan goals entered in empowOR.
- Conduct home visits.
- Help inmates at correctional facilities with outreach and advocacy upon release in the community.
- Maintains confidentiality of department issues and documentation.
- Participate in Diversity, Equity, and Inclusion activities such as training and committees.

- Provides assistance to other employees or departments as needed.
- Represent the organization in professional, civic, and community groups as requested by the CEO.
- Performs other related duties as required.

**SKILLS REQUIRED** include the following. Other skills within the scope of this position may be assigned.

- Prepare weekly, month, and quarter reports.
- Ability to document interactions, services and outcomes provided.
- Comprehensive understanding of data systems, including tracking, reporting, monitoring, customer satisfaction, and evaluation.
- Ability to work independently, take initiative and be an effective team member.
- High-level communication and interpersonal skills a must.
- Exceptional time management skills with ability to multitask; ability to work well under pressure, prioritize workload, and meet tight deadlines.

### **SUPERVISORY RESPONSIBILITIES**

Staff as assigned by supervisor.

### **SAFETY RESPONSIBILITIES**

In addition to complying with the guidelines for all associates:

Comply with all Federal, State and Local regulatory standards and procedures.

Ensure that all associates are trained in HRCAP's Safety Policies, Rules and Regulations; trained for the jobs they will be performing; trained for the equipment they will be using; and understand the potential safety hazards in their work area.

Ensure that applicable personal protective equipment is available, in proper operating condition, and used for each job performed.

### **INFORMATION PRIVACY AND SECURITY**

The employee may have access to Confidential Information (CI) and is required to be familiar with the HRCAP's Privacy policy related to the handling of CI, and follow all related procedures required to protect the privacy and security of CI.

### **EDUCATION and/or EXPERIENCE**

- Bachelor's degree in Criminal Justice, Education, Psychology, Rehabilitative Counseling, or closely related field and a minimum of five years of experience in providing intake, outreach and coach management/coaching activities. **Master's Degree preferred**
- Bi-lingual (English/Spanish) skills are beneficial.
- Knowledge of statewide reentry services and community providers.
- Knowledge of crisis intervention, trauma-informed care, evidence-based practices, and gender responsive principals.
- Demonstrated experience/work history working with corrections or re-entry field, mental health and/or substance abuse programs.

- 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

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Valid driver's license, proof of current auto insurance coverage, satisfactory driving record and working vehicle required. **Lead Service Delivery Coach must have or obtain within six months the Workplace Excellence Series Certification and the HUD Housing Certified Counselor certificate.**

### **WORK ENVIRONMENT**

- Must be comfortable working inside of a correctional facility
- Must be comfortable conducting home visits
- Must be comfortable working with returning citizens and their families



#### **LIMITED**

General office environment infrequently exposed to extreme atmospheric conditions (temperature, noise, fumes, dust, etc.)

### **PHYSICAL DEMANDS**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



#### **SEDENTARY**

Lifting up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers, and files. Walking and standing are required only occasionally

### **STANDARDS FOR MEASURING PERFORMANCE**

The effectiveness of the performance of the **PH3 Lead Service Delivery Coach** will be measured by the following standards:

1. Adherence to all agency policies and procedures.
2. Documented activity for each of the expected outcomes and services listed in job description and other tasks as assigned by the supervisor.
3. Review of essential job duties, skills necessary to perform the job, continuity of education and certifications required to perform the job.
4. Check-in with supervisor at least monthly to review any areas for improvement.
5. Ability to effectively engage and communicate with agency staff, clients and volunteers.
6. Overall contribution to the achievement of the organization's mission and objectives.

### **EXPECTED OUTCOMES AND SERVICES (subject to change as needed)**

- # \_\_\_\_ of household served during the month
- # \_\_\_\_ referrals made to internal program staff
- # \_\_\_\_ of successful referrals made to external partners with positive outcomes
- # \_\_\_\_ referred out with no status update
- # \_\_\_\_ households avoiding eviction
- # \_\_\_\_ households avoiding utility disconnect
- # \_\_\_\_ documented success stories captured
- # \_\_\_\_ referrals for Fair Housing complaints
- # \_\_\_\_ referrals for Financial Literacy Coaching
- # \_\_\_\_ referrals for credit counseling

- # \_\_\_\_ referrals for Housing Counseling
- # \_\_\_\_ referrals to Legal Aid Society
- # \_\_\_\_ referrals to the Housing Crisis Hotline
- # \_\_\_\_ Workplace Excellence certificates issued
- # \_\_\_\_ NorthStar Digital Literacy certificates issued
- # \_\_\_\_ job readiness workshops and seminars
- # \_\_\_\_ individuals obtaining full-time employment
- # \_\_\_\_ individuals obtaining part-time employment
- # \_\_\_\_ individuals with benefits
- # \_\_\_\_ individuals connected to social services for benefits
- # \_\_\_\_ home visits
- # \_\_\_\_ community partners
- Prepare bi-monthly one-page newsletter/overview of activities and events to bring awareness to the department.
- Participate quarterly in at least one community engagement to market HRCAP.
- # \_\_\_\_ events scheduled monthly to engage the public
- # \_\_\_\_ events scheduled to inform staff of process for assistance
- Submit monthly agency data report with specific NPI indicators and other required outcomes and services provided that have been cross-aligned with empowOR.

**RECEIPT OF JOB DESCRIPTION**

I have received, reviewed, and understood the PH3 Lead Service Delivery job description. I further understand that I am responsible for satisfactorily performing the essential duties described in the job description. I understand the job functions may be changed from time to time. I will be able to perform the essential functions of this position with or without accommodation. I understand that if I will need accommodation for this position, I will inform Human Resources and management of my accommodation needs.

Employee Name \_\_\_\_\_ Date \_\_\_\_\_

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_

Evaluation check-in periods: 90-day probation, December 2023, March 2023, June 2023, September 2023. (No guarantee of any additional financial compensation just an opportunity to discuss job performance)