



Hispanic Unity of Florida

Job Title: Success Coach
Reports To: Family Service Coordinator
Classification: Non-Exempt, Full-Time Employee
Date Released: November 2022

Summary:

The Success Coach will serve as a Liaison and advocate for the families served. The Success Coach will be assigned a caseload of up to 35 cases. Success Coaches will be responsible for identifying strengths, needs and risks of the young participants and their families to develop short- and long-term goals. The Success Coach will assess each youth and family. They will lead participants through the process of creating an Individualized Service Plan to help ensure that all the resources, services and activities participants need to succeed will be part of their experience. HUF will take an innovative two-generation approach to include Parent Engagement, Economic Development, Educational Workshops and Civic Engagement to assist those families to achieve self-sufficiency by providing services, training, and educational opportunities to parents to parallel and mirror the enrichment and educational offerings their children access through participation in the U4T program.

Mandatory Components:

Assessments and Units of Service:

- Youth assessments will be completed within the first **three** weeks of youth starting in the program.
- Universal Intake will be completed within a period of **four to eight** weeks of a family entering the Program.
- **One** Financial Assessment Request per month will be completed to registered and active families.
- Success Coaches will each complete the weekly unit assignment as required by the program.

Goal Development:

Success Coach will review assessment information and work with each youth to create individualized goals, incorporating the youth's voice into each goal.

- Goal development shall be completed approximately within the first two (2) months of the youth's enrollment into the program to give time for trust-building and collection of key information, e.g., report cards.
- Individual Service Plans (ISP) shall include developmentally and culturally appropriate interventions that will be re-evaluated on an ongoing basis with 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/or child abuse and neglect to appropriate community providers. Success Coach must follow up on referrals weekly and note as to the progress/status of such referral.
- Youth and Families will be connected to services that enhance academic performance. Follow ups on such referrals must be done on a regular basis and noted as to the progress/status of such referral.
- 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. Follow ups on such referrals must be done on a regular basis and noted as to the progress/status of such referral.

Additional Requirements:

- Success Coach must have a minimum of **one** face to face contact per month with youth.
- Success Coach will have a minimum of **one** face to face, virtual or phone contact every 2 months with Youth's Parent/Guardian.
- Success Coach must keep files and required documentation up to date in respective files: including but not limited to registrations, consent forms, assessments, student Success Coach schedules, interim reports, report cards, resumes, service plans, referrals, and case notes.
- Success Coach will deliver a variety of curricula in group settings that support the overall goals of the Program.
- Success Coach will participate in the compilation and writing/summarizing of monthly client success stories.
- Success Coach will work weeknights after program hours and weekends when there is no running program, but there is an event as needed by program.
- Success Coach must have a valid driver's license, reliable transportation, and an insured vehicle to transport themselves to and from school sites, trainings, and other locations required to report to.

Qualifications:

- A minimum of a bachelor’s degree and two years’ experience working with youth.
- 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 assigned as needed within your scope of practice.

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 understanding my responsibilities.

Employee’s Name: _____

Signature _____ Date: _____

Supervisor’s Name: _____

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”.