



## JOB DESCRIPTION ENGAGEMENT SERVICES COORDINATOR

HopeNet is a faith based nonprofit organization transforming lives through coaching and counseling. For over 25 years HopeNet has provided mental health services on a sliding scale made possible by donor support. Building on our expertise in mental health, we are expanding our impact in our community through professional coaching and training.

DESCRIPTION:	Provide intake services and supervision of assigned staff and volunteers. Coordinate client care services and collaborative support for at risk clients in immediate crisis. Build and maintain central database of community resources for staff access. Key collaborator with community social services and resource providers for the purpose of providing collaborative client care for HopeNet clients. Provide presentations in the community about HopeNet services for networking and community collaboration. Provide individual and group coaching services.
POSITION GOAL:	Engage clients in direct and community services.
QUALIFICATIONS:	Licensed Social Worker or bachelor's degree in social services/mental health field is required. Candidate must be able to connect with diverse economic classes and ages, diffuse stress and strategically problem solve. Excellent oral, written, and computer communication skills are required.
EXPERIENCE:	Must have experience coaching life skills and team management. Experience working with at risk persons, volunteer experience in a nonprofit or church setting, and training in Bridges Out of Poverty preferred. Supervisory experience desired.
TERMS:	Full time salary
REPORTS TO:	Engagement Program Supervisor

### RESPONSIBILITIES & KEY ACTIVITIES

- RESPONSIBILITY 1: **1. Engagement Client Care**
- 1.1. Oversee scheduling for existing client appointments
  - 1.2. Assist providers with rescheduling urgent cases
  - 1.3. Assist clients with accessing community resources
  - 1.4. Assist providers with coaching, screening and engagement of potential clients.

RESPONSIBILITY 2: **2. Engagement Intake Service Provider**

- 2.1. Provide intake appointment services per agreement, including referrals and pre-enrollment for services as needed.
- 2.2. Facilitate first appointment services, the Intake appointment, at HopeNet evaluating the client's environment, strengths, physical, emotional and spiritual needs
- 2.3. Collect and enter client data and documentation
- 2.4. Provide client care, adhering to processes and file management per agency protocol
- 2.5. Maintain file notes, follow up and case closures
- 2.6. Use strength based approach and Bridges Out of Poverty model to build resources (as appropriate)
- 2.7. Make internal and external referrals in Intake services
- 2.8. Meet Direct Contact time per contract

RESPONSIBILITY 3: **3. Supervisory Duties**

- 3.1. Train and oversee Office Specialist and Practicum students.
- 3.2. Oversee client receivables and tracking
- 3.3. Act as Personal Alarm Button first responder providing Client Crisis Care Services as needed
- 3.4. Oversee on-site client service volunteers
- 3.5. Recruit, train and supervise team of HopeNet Advocates
- 3.6. Provide Volunteer Advocates w/duties
- 3.7. Train team of Connection Quest providers

RESPONSIBILITY 4: **4. Engagement Coaching Service Provider**

- 4.1. Provide individual Connection Quest and facilitate group coaching
- 4.2. Recruit, interview & select HopeNet Getting Ahead group participants (as funding permits)
- 4.3. Facilitate HopeNet Getting Ahead Screening & make-up sessions
- 4.4. Recruit volunteers and raise internal facilitators for HopeNet Getting Ahead
- 4.5. Facilitate Getting Ahead groups for clients
- 4.6. Develop group coaching curriculum and prepare training materials

RESPONSIBILITY 5: **5. Engagement Case Management**

- 5.1. Assist with train staff on Client Software for Direct Services
- 5.2. Oversee project assignments of staff and volunteers
- 5.3. Oversee client documents and case filing
- 5.4. Assist Engagement Program Supervisor as needed

RESPONSIBILITY 6: **6. Build Community Awareness & Resource Partnerships**

- 6.1. Promote & track community awareness
- 6.2. Schedule and provide presentations about HopeNet services for community awareness and collaboration

- 6.3. Provide seminars about Getting Ahead or Engagement Services
- 6.4. Schedule & conduct community visits informing and engaging partners around HopeNet's mission and available services
- 6.5. Provide materials about services for inbound & outbound referral sources to staff and prospects
- 6.6. Build, track and manage internal and external collaborative resources for comprehensive client care resources database (i.e. Blue Book)
- 6.7. Update and maintain a central community resource file and database provide contact names and information of collaborative partners to Communication Department for mailings
- 6.8. Work collaboratively with Network Partners

RESPONSIBILITY 7: **7. Team Collaboration & Community Awareness**

- 7.1. Effectively communicate with staff in verbal and written forms
- 7.2. Participate in weekly team/staff meetings
- 7.3. Provide progress updates & report on cases in weekly meetings with supervisor
- 7.4. Collaborate with Supervisor to develop, evaluate and implement collaborative strategies for organizational effectiveness
- 7.5. Represent HopeNet at fundraising and networking events
- 7.6. Other duties as assigned

RESPONSIBILITY 8: **8. Mission & Ethics**

- 8.1. Represent and uphold the HopeNet mission to "Restoring dignity and hope, based on Christ's love, by offering comprehensive and professional services.
- 8.2. Exhibit integrity in all matters of ethics.
- 8.3. Demonstrate authentic commitment to the Biblical principles of the Christian faith.