

**Date of Last Update: 04/23**

**Job Title:** Transitional Living Coach

**Reports to:** Young Adult Transitional Living Program Site Manager

**Job Level/Status:** PT Permanent

**Position Summary:**

United Way of Delaware County’s Young Adult Transitional Living Program provides housing and support services for individuals aged 18 - 24 experiencing housing insecurity during evening, overnight and weekend hours. Our coach position provides resources, mentorship, advocacy, system navigation and general supervision. This role will assist with community outreach while providing support for comprehensive case management to help individuals become self-sufficient with the ultimate goal of obtaining permanent housing. Fundamentally they will be a coach and advocate for vulnerable and marginalized young people in need of support and guidance.

**Program Overview:**

UWDC’s new transitional living program is set to begin June 2023. This site will provide housing for five young adults at any one time for a period of up to 24 months. The UWDC expects to provide trauma informed management services for up to 40 individuals on an annual basis along with direct housing support to 12-15 residents annually, depending on the length of stay per individual. This home will welcome and serve all ethnicities, races, genders, and the LBGTQ+ community as marginalized communities experience a disproportionate amount of housing insecurity. The UWDC will staff the building 24 hours a day to ensure safety and that supportive services are being provided to the young people in their care.

**Availability Requirements:**

Coaches must be available one weekend and multiple 2nd and 3rd shifts each month. Coaches’ shifts take place during evenings and overnights during the week and all-day Saturday and Sunday (1st, 2nd, and 3rd shift). These are part time positions 16-30 hours. This is a great opportunity for students and people looking for a meaningful second job that will make a difference in the community.

**Job Responsibilities and Duties:**

* Establish trusting relationships through engagement and rapport building with residents from diverse backgrounds.
* Support our focus on Diversity Equity and Inclusion (DEI) and being value neutral.
* Provide general supervision and hold residents accountable to assigned upkeep duties to maintain house cleanliness.
* Maintain safety and security of the house and report concerns to the Manager and document in shift log.
* Effectively transfer resident information to team members during shift exchange.
* Accurately document resident activity on shift log and complete incident reports as needed while maintaining confidentiality and strong boundaries.
* Attend regular training and meetings.
* Perform room checks with Manger as requested and general maintenance, such as but not limited to, changing light bulbs, plunging toilets, checking smoke detectors and general cleaning. Report any major maintenance issues.
* Assist residents with their housing needs as they arise, such as but not limited to, personal general questions, concerns, hygiene items, cleaning supplies, bedding, and food.
* Maintain the cleanliness of the home by performing outlined housekeeping tasks.
* Ensure the privacy and security of residents by maintaining the confidentiality of their identities and allowing only residents, staff, caseworkers, and law enforcement on the premises.
* Connect program participants to employment and workforce development opportunities, along with other resources as appropriate.
* Maintain confidentiality, respect privacy, and preserve the program participants’ integrity and independence through role modeling.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice due to program needs.

**Qualifications:**

* High school diploma or equivalent.
* Positive and team-oriented mindset.
* Purpose and passion for serving others.
* Strong interpersonal skills, with empathy for others, while being firm when necessary.
* Understanding or willingness to train in areas of trauma informed care, DEI, and mental health.
* The ability to be level-headed in crisis situations and with sound judgement using verbal de-escalation techniques and trauma informed care.
* The ability to coach and hold residents accountable to house and program expectations with fairness and integrity.
* Demonstrated ability to accomplish tasks individually and work as a team member.
* Experience working within a small team environment - leveraging shared resources to generate greater impact, being flexible and seeking opportunities to assist and support team members.
* Excellent professional communication skills (written and verbal).
* Strong detail orientation, analytical, organizational, and time management skills.
* Experience working with teens and young adults preferred.
* Experience working with vulnerable and diverse populations preferred.
* Knowledge of rental assistance programs and other housing services to assist young adults in housing stability is useful but not required.
* Experience in shelter, transitional, or supportive housing environment is useful but not required.

**Core Competencies:**

Builds Relationships

Initiates, builds, and continuously strengthens relationships with all customers, internal and external, by constantly seeking, understanding, and responding to customer needs and wants.

Acts and Thinks Strategically

Is guided in all work by UWDC’s mission, vision, and strategic goals. Ensures that UWDC’s plan of work and allocation of resources are aligned and deployed with UWDC’s strategic direction. Continuously monitors interim and results to measure progress, adjust tactics, evaluate success, and set future goals. Because the youth transitional living program team is small, this person must be nimble and shift with changing priorities.

Achieves Results

Takes initiative, maintains a persistently focused effort, remains goal and results oriented, and continues to improve. Sets daily, weekly, monthly, quarterly, and annual project goals; creating specific plans to meet them.

Communicates Effectively

Communicates in an open, candid, and consistent manner; delivers information effectively in a variety of settings including one-on-one and team settings. Delivers information effectively in a variety of formats including letters, memos, and analytical reports.

Exhibits Decisiveness

Exhibits the ability to take the initiative or risk required to identify problems, generate, and evaluate alternatives to overcome them, and reach a decision on the most effective strategy for a given solution. Able to make quick decisions and take risks in order to achieve results.

Demonstrates Leadership

Provides leadership to achieve high quality, sustained results that create a consistently high performing organization.