



# Job Description



## Housing Empowerment Coach - Job Description

### Position Overview

The Housing Empowerment Coach provides intensive, community-based coaching services aimed at supporting the stability of households experiencing a housing crisis in Region 5 of North Dakota. This role provides community outreach, service coordination, and direct support services to eligible households to help households achieve housing stability and self-sufficiency. The Housing Empowerment Coach is dedicated to supporting and empowering participants utilizing evidence-based practice, including Housing First Philosophy, Motivational Interviewing, Harm Reduction, and Trauma Informed Care.

### Essential Skills and Responsibilities

#### *Client Engagement and Support*

- Engage unhoused or unstably housed participants in relationship-based coaching services.
- Conduct regular meetings to track progress and maintain ongoing communication.
- Support participants in obtaining and maintaining housing stability through person-centered services and by facilitating effective connections to community services and resources, offering follow-up support when appropriate.
- Implement crisis intervention skills and seek appropriate support to assist in difficult or emergency client situations.

#### *Coaching & Goal Setting*

- Engage households to collaboratively develop individualized short- and long-term goals through personalized action plans that support their housing stability, mental health, substance abuse, health, education, income, employment, and other priority areas identified by participants.
- Employ motivational interviewing and person-centered case management techniques to identify and overcome barriers to stability.
- Foster individual-led decision-making, empowering households to set their own goals and implement strategies to maintain progress.

#### *Community Outreach and Service Coordination*

- Build and strengthen community connections to facilitate access to culturally appropriate services.
- Coordinate with internal and external agencies to provide holistic, comprehensive support for clients.
- Partner with local service providers to perform targeted, data-informed outreach to engage participants identified to receive services.

#### *Assessment & Documentation*

- Conduct comprehensive assessments to identify client needs, provide appropriate referrals, and provide appropriate level of support to each household.
- Document participant progress, case management activities, and referrals accurately and in a timely manner.
- Ensure compliance with funding and program requirements through clear and consistent documentation.

#### *Program and Resource Management*

- Manage client budgets and financial assistance requests, ensuring accurate and timely processing.

- Collect, verify, and document financial information from clients to support applications for financial assistance, benefits, or grants.
- Work closely with program managers to ensure funds are allocated correctly and efficiently to various projects within a program.

#### *Collaboration and Professional Conduct*

- Work transparently with both participants and coworkers to achieve shared goals.
- Demonstrate empathy, respect, and humility in all client interactions.
- Maintain professional communication with clients, providers, and team members.
- Work within a collaborative team of other service providers, community partners, and agency staff to ensure that participants are receiving high-quality, effective services that meet their needs.

#### **Core Program Standards**

Full-Family Focus: Support all family members, including children and elders.

Family-Led: Families set their own goals with guidance from the coach.

Strengths-Based: Build on existing strengths.

Responsive & Flexible: Tailor coaching to meet each household's unique needs and goals.

Transparency & Collaboration: Foster trust and clear communication between the coach and household.

Choice: Empower households to determine the level of support they want.

#### **Additional Skills & Competencies**

- **Reliability**: Ability to maintain regular and normal attendance for client care.
- **Communication**: Strong verbal and written communication skills, with an ability to maintain professional relationships.
- **Time Management**: Ability to prioritize tasks and manage time effectively.
- **Technology Proficiency**: Experience with Microsoft Office (Outlook, Excel, SharePoint) and online data systems.
- **Problem-Solving**: Must be sensitive to cross-cultural differences and work effectively to find solutions.

#### **Minimum Required Education and Experience**

##### **Education**

Completion of 2 years of college or graduation from 2-year school in Social Work, Counseling, Sociology, Psychology, or related field.

##### **Experience**

Demonstrate 2 years or more experience. Experience can be combined to a total of two years within the following categories:

1. Additional education in college in Social Work, Counseling, Sociology, Psychology, or related field.
2. Work in the Human Services field.
3. Experience providing Medicaid 1915i supportive services or care coordination.
4. SENDCAA values providing services that are representative of the community we serve, and we identify lived experience as a key skill. To demonstrate experience, employee may choose to self-identify as an individual who has personal lived experience and is willing to publicly identify as an individual who has lived through and identify personal success through poverty, homelessness, disproportionate access to generational wealth, or combination of the three. Demonstrate related skills and strengths, and how your lived experience helps the communities we serve.

## Work Conditions

The working conditions and environment and the physical requirements/activities listed below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Please note that this position is not eligible for regular remote or hybrid work due to the client facing nature of the role. In-person interactions with clients and other professionals is required. Occasional hybrid work is allowed based on policy. Hours: Monday to Friday, 8:00 AM to 4:30 PM with flexibility to meet client needs.

Travel: Frequent travel to client homes and across service area in Cass, Ransom, Richland, Sargent, Steele, and Traill counties. Occasional statewide travel.

Working Conditions and Environment: While performing the duties of this position, the individual generally has good working conditions. The employee is often exposed to moderate noise from office equipment.

Physical Requirements/Activities: While performing the duties of this position, the individual is regularly required to stand, walk, sit (approximately 50% of the workday), bend, carry, reach with hands and arms, use hands to finger, handle, feel, and use office equipment, and communicate (talk and hear). Occasionally, the employee is required to balance, kneel, push, pull, lift, twist, stoop, or crouch. The employee is required to lift or exert up to 10 pounds of force occasionally. Occasionally, the employee is required to lift or exert force of up to up to 50 pounds.

## Evaluation & Review

Probationary Period: First 90 days focused on onboarding, training, and skill acquisition.

Annual Review: Performance review based on job duties, progress toward goals, and professional development.

## Workplace Policies & Agreements

Review and acknowledge understanding of SENDCAA's policies, code of conduct, and self-sufficiency procedures annually.

The preceding statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not to be construed as an exhaustive list of all job duties performed by personnel in this position.

I have read and understand the above Position Description:

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Employee Printed Name

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Date

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Employee Signature

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Date