

POSITION TITLE: Professional Coaching Specialist

I. JOB SUMMARY

The objective of *Together We Grow* is to empower targeted individuals to begin to change their lives from food insecure to food secure by setting and achieving personal and professional goals to improve household and employment stability. The *Professional Coaching Specialist* will oversee the professional development of individuals who participate in Together We Grow by providing career development trainings and one-on-one career development services.

The Professional Coaching Specialist contributes to the Brazos Valley Food Bank's work of building a hunger-free Brazos Valley by working with program clients to analyze individual and familial needs, creatively minimize obstacles to employment stability, and collaborating with program stakeholders (i.e., clients, program partners, volunteers, community members, etc.) to benefit clients.

II. ESSENTIAL FUNCTIONS

Key Result Area #1 – Direct Client Services & Case Management (25% of time)

- Provide one-on-one case management services – proactively meet with clients to assess obstacles to employment and financial stability and develop mutually agreed-upon action-steps to address these obstacles using Together We Grow's case management and professional coaching processes
- Follow-up regularly with clients once they begin working to identify and address any ongoing barriers to maintaining employment and financial stability
- Maintain clear communication with program clients around Together We Grow expectations, policies, parameters of services provided by the program, including utilizing best practices when holding individual clients accountable
- Maintain client confidentiality
- Work closely with other community-based organizations and employers to ensure individual and familial needs are addressed and met through referral and advocacy services

Key Result Area #2 – Client Outreach and Enrollment (10% of time)

- Following the program's key messaging and outreach plan, engage in community outreach efforts to promote the program's services to other social service providers and individuals living with food insecurity, resulting in quarterly client enrollment targets and meeting key performance indicators
- Attend food distribution sites and other community-based events (e.g., health fairs) to promote Together We Grow with individual clients as assigned by the Program Manager
- Conduct follow-up phone calls with program applicants from referral forms received through the Brazos Valley Food Bank's website, direct referrals from social service providers, or through individuals interested in applying for Together We Grow to determine client eligibility
- Schedule and conduct intake interviews with individuals interested in participating in Together We Grow while coordinating with the Individual Development Specialist to enroll eligible students

Key Result Area #3 – Relationship Building (10% of time)

- With the Program Manager, maintain positive relationships with Brazos County employer partners
- Attend community-based meetings to promote Together We Grow as assigned by the Program Manager
- Notes potential connections and opportunities in existing and new relationships that will promote Together We Grow outreach efforts in collaboration with the Program Manager

Key Result Area #4 – Training and Development (25% of time)

- With the Individual Development Specialist, create the training schedule for each cohort (training and development class)
- Schedule designated guest speakers to provide on-site and/or remote trainings during each cohort
- Work closely with other community-based organizations to provide and coordinate additional in-house trainings and services as needed
- Conduct trainings and assign self-directed work using the Together We Grow training curriculum
- Proactively research best practices in client-facing employment and financial case management services
- As assigned by the Program Manager, supervise clients in the implementation of their teams' project management plan during designated garden volunteer shifts

Key Result Area #5 – Evaluation and Analysis (5% of time)

- Administer program evaluations and assessments while tracking collected data to ensure program objectives are met
- Complete monthly data tracking reports by the first Friday of the following month
- Complete all paper and electronic documentation of services provided in a timely manner using designated software
- Complete weekly staff-activity reports
- Monitor and report on measurable objectives specific to the Professional Coaching Specialist's role during bi-weekly meetings with the Program Manager

Key Result Area #6 – Written Communication and Document Development (15% of time)

- Maintain all client records – store files properly to ensure client confidentiality and track client progress using designated software
- Ensure client records are free from error and interactions are documented professionally and objectively
- Provide written information and data for grant proposals and potential funders, when requested by the Program Manager

Key Result Area #7 - Teamwork (10% of time)

- Participate in the staffing of individual client cases through collaboration with the Individual Development Specialist

- Maintain positive relations with Community Garden and Together We Grow volunteers, interns, and community resource and referral organizations
- Attend quarterly staff meetings as scheduled by the Executive Director
- Attend Together We Grow team meetings as scheduled by the Program Manager
- As assigned by the Program Manager, assign tasks and supervise garden volunteers during designated volunteer shifts

Other

- Uphold and model the Brazos Valley Food Bank's mission and values
- Discuss all urgent client-related concerns with Program Manager
- Attend professional development trainings as directed by the Program Manager
- Perform additional duties as assigned

III. MINIMUM QUALIFICATIONS

A. Education, Experience, and Training

- Bachelor's degree for a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA), with major course work in Human Resources/Human Resource Development, Adult Education, Sociology, Psychology, or a related field or relevant work experience in training, social work, case management, casework, or related field.
- One-year casework experience
- One-year training experience or two years of direct service experience working with adults

B. Knowledge and Skills

- Bilingual in Spanish, preferred but not required
- Excellent written, oral, leadership, and interpersonal skills. In particular, the ability to understand and organize detailed information and to write about or talk extemporaneously on that information.
- Proficiency in Outlook, Word, PowerPoint, and Excel
- Knowledge of hunger and poverty issues
- Knowledge of community resources and ability to use them effectively for clients
- Ability to work cooperatively under pressure with a diverse range of people and demonstrated ability to communicate tactfully with all members of society.
- Ability to set priorities, identify goals, and plan effectively
- Good understanding of group dynamics, comfort and skill in a coaching environment, and ability to handle supervision professionally
- Ability to work in stressful situations and under program timelines
- Ability to be flexible with working hours to meet the needs of clients (includes evenings and weekends)
- Ability to work outdoors in various weather conditions throughout the year in onsite garden
- Ability to work effectively with other Food Bank staff and volunteers

- Ability to be certified in First Aid and Food Handling
- Must be able to pass criminal background check
- Current driver's license and ability to use personal vehicle for BVFB business (mileage reimbursement for work travel)

IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMODATION

- Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry up to 50 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- Conditions may include working inside, working outside, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, calculator, copier, fax machine, telephone, and automobile.

TO APPLY:

Interested candidates should send a cover letter and resume (or professional vitae) to:

Alaina Jalufka, Together We Grow Program Manager

alainaj@bvfb.org

Please, no calls or walk-in inquiries about your application. If we are interested in interviewing you, we will contact you.

Deadline to email required documents is _____. BVFB is an Equal Opportunity Employer (EOE).

About the Brazos Valley Food Bank

The Brazos Valley Food Bank, a local nonprofit organization in Bryan, is a central distribution site that unites food donors, volunteers, and hunger-relief agencies. As the hub of over 36 different agencies that feed the hungry throughout Brazos, Burleson, Grimes, Madison, Robertson, and Washington counties, the Brazos Valley Food Bank is on target to distribute over 6 million pounds of food by this year to over 50,000 different individuals in need. In addition to supplying food to partner agencies, the Food Bank oversees Children's BackPack, Senior Bags, Family Box, Nutrition Education, and Benefits Assistance and Referral Partner programs including Together We Grow, as well as oversees Mobile Food and School-Based Food Pantries, and Project GotEM (home delivery program) to reach those in need.