

# Lutheran Social Services

## Position Description



Division/Department: Steps to Success

Job Title: Financial Opportunity Center - Support Coach – Part-Time

Reports to (Title): Director – Steps 2 Success

Job Code:

FLSA Status: Non -Exempt

Manager (with direct reports)?	Yes		No	X
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Location: Jacksonville

### SUMMARY

Financial Opportunity Centers (FOC) help low to moderate-income families boost earnings, reduce expenses, and make appropriate financial decisions that lead to asset building through an integrated service model approach. The centers provide individuals and families with services across three critical and interconnected areas: employment services, financial coaching, and access to income support.

This position provides support to the staff and clients enrolled in the Steps 2 Success Financial Opportunity Center (FOC). The Support Coach will serve as a part-time member of the front-line staff, working closely and taking directives from FOC staff. The Support coach assists clients with enrollment and ensures clients are being held accountable to their goals and action plans (Career and Financial) with either weekly, bi-weekly or monthly follow-up calls, text messages, and/or emails. FOC Support Coach will also enter enrolled clients into the data management system(s) as directed by FOC Staff.

This is a part-time position of 25 hours per week.

### ESSENTIAL DUTIES & RESPONSIBILITIES

- Collect client information as instructed by FOC Staff
- Administrative and data management support
- Provide ongoing support to clients and visitors
- Answer phone calls, schedule meetings, and general support of office visitors
- Provide support to the FOC program and staff to ensure efficient operation of the office.
- Exhibits polite and professional communication via phone, email, etc
- Support the FOC team by performing tasks in a timely manner related to the program.
- Participate in FOC meetings
- Other program responsibilities as directed by FOC Staff

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### WORK EXPERIENCE & JOB-RELATED SKILLS (Required/Preferred)

#### Required:

- Experience working with vulnerable population
- Minimum of 3 years of experience working in the Social Service field
- Excellent Customer Service Skills
- Proficiency in MS Office (Word, Excel, PowerPoint)
- Strong communication skills, both written and oral
- Teamwork, collaboration, and relationship-building skills are required for success in this position
- Must be a creative problem-solver with strong organizational, analytical, planning, and anticipatory management skills
- Ability to effectively respond to questions from clients, customers
- Ability to solve practical problems and deal with a variety of concrete variables with a minimum amount of direction

#### Preferred:

- 1 – 2 yr. experience in Career and Financial Coaching area
- Bilingual

### EDUCATION, CERTIFICATION, LICENSURE (Required/Preferred)

- Required: High School Diploma
- Preferred: Associate in Arts Degree

### REQUIRED JOB COMPETENCIES (Behaviors For Effective Job Performance)

- Organizational and problem-solving skills
- Managing and Measuring Work
- Planning and Organization
- Professional/Technical Competencies
- Quality Process Management
- Developing others
- Teamwork/Inclusion
- Accuracy/Quality Results
- Coordination/Collaboration
- Flexibility
- Decision Making

### WORK ENVIRONMENT/PHYSICAL DEMANDS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Activity: (if more than 2+ hours per day)	<input checked="" type="checkbox"/> standing <input checked="" type="checkbox"/> sitting <input checked="" type="checkbox"/> mobility <input checked="" type="checkbox"/> climbing <input checked="" type="checkbox"/> balancing <input checked="" type="checkbox"/> writing <input type="checkbox"/> crawling <input type="checkbox"/> squatting <input checked="" type="checkbox"/> bending <input checked="" type="checkbox"/> filing <input type="checkbox"/> twisting
Lifting to include:	<input checked="" type="checkbox"/> up to 10lbs. <input checked="" type="checkbox"/> 11-25 lbs. <input type="checkbox"/> 26-60 lbs. <input type="checkbox"/> 61-75 lbs. <input type="checkbox"/> Over 75 <input type="checkbox"/> pushing <input type="checkbox"/> <input type="checkbox"/> pulling <input type="checkbox"/> carrying
Environmental Conditions:	<input type="checkbox"/> cold <input type="checkbox"/> heat <input type="checkbox"/> wet and/or humid <input type="checkbox"/> noisy <input type="checkbox"/> vibration <input type="checkbox"/> fumes <input type="checkbox"/> dust <input type="checkbox"/> odors <input type="checkbox"/> mists
Sensory:	<input checked="" type="checkbox"/> hearing to converse <input checked="" type="checkbox"/> hearing to use telephone <input checked="" type="checkbox"/> talking <input type="checkbox"/> tasting/smelling <input checked="" type="checkbox"/> reading distance 1-5ft <input type="checkbox"/> reading distance 10-30ft.
Driving:	<input type="checkbox"/> incidental driver <input checked="" type="checkbox"/> regular driver
Keying:	<input type="checkbox"/> Occasionally (2-3 hours week) <input checked="" type="checkbox"/> Frequently (2-3 hours day) <input type="checkbox"/> Continuously (4+ hours day)
Safety:	List specifics: willing to use private vehicle to transport clients as needed

The statements included in this Job Description are intended to describe the general nature and level of the work being performed by the person assigned this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required.

Employee Print Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Lutheran Social Services is an Equal Opportunity Employer