

# Smoketown Family Wellness Center Pediatric Office: Family Coach Job Description

## POSITION PROFILE

### SECTION 1

**POSITION TITLE:**

Family Coach

**REQUIRED EDUCATION:**

Master's Degree: Social Work or Counseling or related behavioral health field

**JOB TYPE:**

Full-time; will consider part time

### SECTION 2

**POSITION Summary:** The Family Coach is part of an integrated care team with an intentional purpose to support families to be healthy in mind, body, and spirit. SFWC addresses clinical care for children and healthy lifestyle support for the family. The Family Coach is vital to this model. SFWC approaches family wellness from a strengths-based, trauma-informed perspective that is driven by families. Applicant must have a clear understanding of social determinants of health and how they affect overall wellbeing. Responsibilities include screenings, assessing needs, providing support and encouragement, assisting with family goal setting and tracking, referring to community resources, and pursuing crisis intervention when necessary. As an advocate for the Center and the community, the Family Coach engages the community in developing programming to meet families' needs. The Family Coach partners with clinical staff to provide optimal care for families.

**PRINCIPAL RESPONSIBILITIES:**

The Family Coach is responsible for the following:

- Administering and reviewing the needs of each family receiving services at SFWC.
- Working with caregivers using motivational interviewing and assessing patient activation to develop goals that support wellbeing for their children and themselves.
- Training and competency in use of EHR.
- Maintaining efficient, confidential, and organized records including providing timely and appropriate case notes in EHR.
- Collaborating with the Managing Director, clinical staff, and other SFWC staff to develop and maintain relationships with community partners.
- Offering a variety of programming for the community, including but not limited to, classes on parenting concerns, stress management, and financial planning.
- Coordinating and facilitating communication among referral agencies/community support services on behalf of each family.
- Maintaining a positive working relationship with families and the SFWC team to provide support and encouragement for a high standard of care.
- Acting as a mandated reporter to Child Protective Services when abuse is observed or suspected.
- Participating in regular meetings in addition to ongoing communication with physicians regarding family needs
- Serving as an advocate for the Center and community to champion the Center's unique values and to encourage engagement of the community.
- Envisioning with the Center's leadership to promote growth and development of the Center.
- Performing other duties as assigned.

### SECTION 3

**FORMAL EDUCATION REQUIREMENT:**

**Required Level:**  High School  Bachelor' Degree  Master's Degree  Other \_\_\_\_\_

**MINIMUM YEARS OF EXPERIENCE NECESSARY:**  0 – 5  5 – 10  10 – 15  20+

**ADDITIONAL QUALIFICATIONS:** *(e.g. physical demands, confidentiality requirements, travel requirements)*

- Master's degree in behavioral health; licensure preferred.
- Minimum of 5 years' experience working with diverse populations.
- Significant experience in the areas of case management and project management.
- Training/working understanding of trauma-informed care and/or willingness to be trained.
- Thorough knowledge of community resources and education opportunities including county resources, benefits, and assistance programs.
- Excellent written and verbal communication skills.
- Experience with medical coding and/or willingness to be trained.
- Detail-oriented and organized.
- Ability to work in a team environment, interact and collaborate with staff, direct families by delivering high quality service.
- Ability to problem-solve, multi-task, complete work on time and work independently.
- Proficiency in computer skills.
- Passion for the SFWC vision and mission.