



## Community Coach - Emergency Energy Program Job Description

<b>Position Type:</b>	Full Time
<b>Position Number:</b>	One
<b>Reports To:</b>	Finance Manager
<b>Hours:</b>	40 hours per week; 8:30 am to 4:30 pm Monday to Friday
<b>Pay:</b>	\$21.49 per hour

### **Purpose of Position:**

Community Coach/Emergency Energy will provide individual assistance and support for those facing utility disconnection. Ensure that all policies and procedures outlined are followed according to the Emergency Energy Program. This position will also support the Trusteeship Program. Community Coaches work closely with other parts of the Hope Centre and with other community service providers to maximize their clients' chances of success in an effort to broaden their support network for increased sustainability and independence.

**Goal:** To assist the citizens of Welland and the surrounding area in their time of need by providing food and housing stability, and to empower change in their lives by increasing their future resilience to poverty and increasing their capacity to be self-sustaining through coaching and training program.

### **Major Duties and Responsibilities:**

- **Emergency Energy Program**
  - Complete clients' applications for assistance with energy bills ensuring documentation is thorough and complete
  - Work with utility providers to place holds on accounts; waive security deposit and determine/confirm arrears owed
  - Provide timely, accurate financial reports for Emergency Energy program funders
  - Possess complete knowledge of Emergency Energy Programs' Policies and Procedures and have the ability to work within set guidelines
  - Maintain client file system ensuring that all information is accurate, thorough and securely stored at all times
- **Trusteeship Program**
  - Complete Trusteeship packages for new clients
  - Assist clients in setting up bank accounts
  - Assist clients with budgeting/money management
  - Disperse cheques to clients on a regular basis
  - Liaise with Community Care Trusteeship staff

- **Support Life Skills Programming**
  - Assemble and Facilitate Life Skills sessions
  - Provide feedback on programming and offer suggestions on improvements/new topics
  - Utilize tracking system to measure outcomes of life skills programs
- **Community Coach** – meet with clients to assist with various needs, when required
- Ensure all policies and procedures of The Hope Centre are followed
- Maintain appropriate and accurate record keeping practice
- Perform other duties as assigned

**Required Qualifications:**

- Completion of post secondary education in related field of study
- Knowledge of emergency energy program policies and guidelines
- Knowledge of maintaining financial records and producing accurate financial reports for clients' files, energy companies and program funders
- Ability to analyze household budgets and assist individuals in creating personal budgets
- Experience providing support and action planning to women, men and families who are homeless and living in poverty.
- Ability to work in a fast paced environment
- Must work well under pressure
- Must be flexible and able to multi-task
- Must be solution-focused and organized in achieving objectives with all service users
- First Aid training, including basic CPR.\*
- Working knowledge of mental and physical illnesses, and addictions, including experience with harm-reduction approaches.
- Knowledge of Welland/Niagara community, and awareness of local social services
- Work experience specifically with individuals and families who are addressing homelessness and poverty
- Experience working with women and men from diverse racial, cultural and religious backgrounds.
- Possess strong skills in Crisis intervention\*, dispute resolution, negotiation
- Ability to analyze issues, identify opportunities, anticipate potential problems
- Ability to maintain confidentiality in all aspects of the work environment
- Ability to function in a team setting.
- Excellent written and oral communication skills.
- Excellent active listening skills
- Above average reporting skills – accurate, timely, thorough
- Ability to plan and prioritise work, and remain adaptable/ flexible.
- Strong computer knowledge with proven ability to learn new systems
- Must be bondable
- Valid automobile driver's license with access to a reliable vehicle