

**VOLUNTEERS OF AMERICA ALASKA
POSITION DESCRIPTION
FAMILY WELLNESS COORDINATOR**

Position Title: Family Wellness Coordinator
Reports To: VP Public Health and Prevention
Salary: \$17 - \$24

Objective:

The Family Wellness Coordinator works with individuals and families at Trailside Heights to facilitate their movement towards greater self-sufficiency and successful achievement of their goals related to one or all of the following: education, transportation, childcare, healthcare services, vocational services and supports, counseling and treatment, and homeownership. The Family Wellness Coordinator will work alongside families in an individualized process, engaging them in their own futures planning and provide them with culturally-appropriate services and supports.

Essential Functions, Duties & Responsibilities

Family Wellness Coordinator

- Assess the needs of residents
- Coordinate with local service providers to meet resident's needs including but not limited to: Food Bank of America, Meals on Wheels, Nine Star, etc.
- Provide case management and coaching to include referral to identified needed services, including but not limited to: childcare, job placement, educational facilities, debt management, or other necessary intervention services.
- Facilitate appropriate communication with participants. Provide information on VOA, other VOA Alaska programs, vocational and social services available.
- As needed, follow up on referrals to ensure that adequate, appropriate services are being provided.
- Engage residents in the Trailside and community at large.
- Evaluate the process of individual families and the program as a whole.
- Participates in training on an initial and on-going basis.
- Manage participant and public contacts with confidentiality, diplomacy, and sensitivity. Maintain strict confidentiality on all facets of program and client records.
- Represent VOA Alaska at local meetings of social service providers to promote awareness and support of the Self Sufficiency Program; conduct outreach to stay abreast of current community program/services available. As necessary, provide program orientation/briefings to housing participants.
- Maintain client database updating Case Notes, Progress Reports, and Completion/Termination actions. Prepare and submit associated documentation. Compose correspondence to clients to ensure sustained program participation.
- Gather source materials and statistics for the preparation of AHFC and HUD reports, audits and management reviews. Establish, organize, and maintain program files and computer records. Retrieve information from internal and external data management systems. Perform general housing program tasks in the absence of other employees.
- May be required to travel both in-state and out-of-state to participate in training and program-related meetings.

- Coordinate volunteers.
- Other duties as assigned.

Knowledge, Skills and Abilities

- High School Diploma or GED and three years' experience in the social service setting. Bachelor's Degree in Human Services, Social Work or related field *preferred*.
- Proven ability to work with diverse community groups, knowledge of their values and belief systems and ability to provide culturally competent services.
- Ability to make sound decisions based on information available.
- Excellent writing and communication skills
- Ability to work flexible hours (including days, evenings and some weekend hours.) Ability to travel if required (must have own transportation.)
- Must have valid Alaska Driver's license and show proof of good driving record, when requested.

Working Conditions

The work environment characteristics and physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Able to provide and maintain adequate transportation and relevant insurance as client transportation is a requirement.
- Works in community settings. Interacts with referring agencies, resources, outside vendors.
- Works in office areas. Interacts with staff, consultants, and outside vendors. May be subjected to interruptions throughout the workday.
- While performing the duties of this job the employee is frequently required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to lift up to 25 pounds. The vision requirement includes close vision.

