**Title:** Real World Program Coordinator/Case Manager

**Department:** Children and Young Adult

**Reports To:** Youth and Young Adult Program Director

**Status:** Full-Time, Exempt (some nights and weekends required Tuesday and Thursday weekly program nights)

**Location:** Raleigh, NC

StepUp Ministry creates safe places for "Adults and Families to transform their lives through employment and Life Skills." We value Love & Grace, Participant Guided Services, Careful Stewardship of Resources, Equity, Diversity & Inclusion with Accountability, and Joyful Celebrations.

Each StepUp full-time Employee enjoys a generous benefit packet, including medical, dental, and vision insurance; disability benefits; life insurance; retirement savings plan; generous paid time off; paid sabbatical for every fifth year of service; and flexible work life.

**Position Purpose/Summary:** The Real World Program Coordinator/Case manager (RWPC) primarily works with young adults ages 15 to 22, creating a safe space for young adults to transition into adulthood. The RWPC will work to develop and implement programs targeting young adult growth in Financial Literacy, Social and Emotional Development, Life Long Learning, and Profesional Toolkit expansion. The RWPC will work with StepUp Ministry staff to build and maintain strong relationships with key stakeholders, including participants, volunteers, and donors.

 The RWPC will be skilled in cultural sensitivity and cultural competence.  The position requires the communication skills necessary to interact effectively with youth, adults, and all other professionals that interface with the StepUp Youth's program.  The RWPC will advocate for youth and families as needed in school settings, community events, and in-home environments.

**Essential Functions:**

Case Management

* Work with Life Skills Children's team to assess and orient children and parents of children entering our programs.
* Oversee a caseload of active participants in our Real World Program.
* Coordinate school visits, home visits, and weekly check-ins.
* Evaluate, assess, and report quarterly progress on Individual Development Plans.
* Counsel youth and parents to help them understand and overcome personal, social, or behavioral problems affecting their performance in Children's programming.
* Maintain a working knowledge of relevant resources and provide simple, concrete steps for participants to follow to access those resources.
* Refer youth to relevant community resources to assist them in meeting their needs and their goals.
* Work with Children's and Adult team staff and volunteers to ensure that program participants clearly understand requirements and comply with program expectations.

Program Coordination

* Work with Children's team staff and volunteers to maintain a safe, organized, and disciplined environment in our StepUp classrooms.
* Organize and lead quarterly volunteer training and debrief sessions.
* Maintain regular contact with volunteers and instructors by phone, e-mail, or classroom communication.
* Participate with Children's staff to handle disputes, resolve conflicts, and foster healthy relationships between program participants and volunteers.
* Served as support staff for Youth's classes, coordinating with, gathering materials for, and providing frequent feedback to volunteer instructors.
* Prepared to step in and teach lessons to youth of various ages
* Participate and assist in developing and maintaining a high-quality classroom experience.
* Participate in identifying new collaborative or resource development relationships.
* Work with the Children's team in planning and leading recurring events and activities for StepUp children and their families.
* Assist in coordinating and managing all volunteer events on a StepUp campus.
* Work with Children's staff and volunteers to ensure an organized, safe, and nurturing environment at all StepUp events.
* Work with StepUp youth to explain expectations and to assist them in behaving appropriately at all StepUp events.
* Participate in planning and executing quarterly graduation ceremonies.

Community Outreach

* As requested, attend StepUp Jobs Team workshops and training to provide information about Children's programs.
* Represent StepUp or delegate representation of StepUp at external committees and meetings.
* Establish and maintain relationships with other agencies and organizations to meet community needs and ensure services are not duplicated.
* Assist with maintaining strong relationships with community, referral, employment, and congregational partners to ensure a strong and stable support network for StepUp participants and families.
* Teach robust referral processes with key community partners.
* Work with the Youth and Young Adult Program Director and StepUp leaders to cultivate new relationships that support program needs and goals.
* Attend, speak at, and lead relevant community events to promote StepUp's mission and program services.

Administrative

* Oversee and monitor timely and accurate input into the online CRM tool, Salesforce.
* Plan and communicate a detailed yearly calendar for all program activities.
* Create accurate and descriptive reports for the board or program committee, including consent agenda components.
* Discern success from participant evaluations, Individual Development Plans (IDP), and surveys.
* Participate in ongoing staff meetings, training, and strategic planning process.

Other Duties

* The ability to appropriately handle stress and interact with others is an essential function (EF) of this position.
* Regular, timely, and punctual attendance is an essential function (EF) of this position.
* The ability to function in a team setting as a member of a mutually supportive staff with a shared commitment to team goals. The position requires a willingness to work collaboratively with others, maintain open communication, and perform well as a team.
* All other duties as assigned by the Program Director.

**Education/Training/Licenses/Certifications:**

* Bachelor Degree required
* Two plus years of relevant work experience preferred
* Experience with Microsoft products and Salesforce strongly preferred
* Valid NC driver's license

**Knowledge/Skills/Abilities:**

Knowledge

* **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services; this includes stakeholder needs assessment, meeting quality standards for services, and evaluation of stakeholder satisfaction.
* **Education and Training** — Knowledge of principles and methods for curriculum design, instruction for individuals and groups, and measuring training effects.
* **English Language** — Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
* **Psychology** — Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.

Skills

* **Active Learning** — Understanding new information's implications for current and future problem-solving and decision-making.
* **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
* **Complex Problem Solving** — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
* **Service Orientation** — Actively looking for ways to help people.
* **Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.

Abilities

* **Deductive Reasoning** — The ability to apply general rules to specific problems to produce answers that make sense.
* **Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.
* **Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.
* **Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
* **Written Comprehension** — The ability to read and understand information and ideas presented in writing.

**Physical & Mental Demands:**

Physical Demands

* This position requires
  + Lifting and carrying up to 10 pounds at a time.
  + Good use of the hands and fingers for repetitive hand-finger actions
  + Continuous talking and hearing (6+ hours per day)
  + Frequent sitting (3 to 6 hours per day)
  + Occasional standing, walking, driving, climbing, balancing, crouching, lifting, carrying, pulling, pushing, and reaching
  + Ability to work with and engage with children and youth of various ages, including actively engaged youth during interactive activities.

Mental Demands

* **Adaptability/Flexibility** — The job requires being open to change (positive or negative) and considerable variety in the workplace.
* **Dependability** — The job requires being reliable, responsible, dependable, and fulfilling obligations.
* **Initiative** — The job requires a willingness to take on responsibilities and challenges.
* **Integrity** — The job requires being honest and ethical.
* **Leadership** — The job requires a willingness to lead, take charge, and offer opinions and direction.

**Work Equipment, Tools, & Safety Equipment:**

* Laptop computers
* Printers/scanners/copiers/fax machines
* Telephones
* CRM: Salesforce
* Microsoft Outlook
* Microsoft Office Suite (Word, Excel, PowerPoint, One Drive, SharePoint, etc.)
* Internet browser software

**Soft Skills:**

1. **Creativity/Innovation -** Identifying or participating in identifying changes & new approaches to items such as procedures, methods, models, products, services, theories, concepts, technologies, etc., that benefit employees, customers, and/or the organization.
2. **Customer Service -** Involved with customers in areas such as meeting customer needs, wants & expectations.
3. **Empathy -** The ability to sense the feelings, needs, perspectives, and concerns of another party (employees & customers) and thereby build a relationship.
4. **Employee Development/Coaching -** Supporting the professional & interpersonal growth of others.
5. **Flexibility/Adaptability -** The ability to successfully adapt (personally & professionally) to changes in the internal and external environment.
6. **Interpersonal Skills -** The ability to build a relationship with another person or group through practical communication skills (listening, speaking & behaving).
7. **Personal Effectiveness -** The ability to show initiative & confidence in actions on the job and take responsibility for individual actions.
8. **Planning/Organizing -** The ability to plan a project or goal and effectively organize the resources to accomplish the desired outcome.
9. **Presenting -** Communicating to a group or individual for purposes of educating and/or influencing a decision.
10. **Problem Solving -** Proactively defining & resolving problems before they become an issue and identifying & resolving identified problems for optimum results.
11. **Teamwork -** Working effectively and productively on formal functional (departmental) and/or formal cross-functional teams as a team member.
12. **Written Communication -** uses clear & concise written communication in the execution of this position to effectively transmit data, instructions, processes, procedures, etc.

*The above job description is an overview of the functions and requirements for this position.* *This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and perform any other job-related duties requested by any person authorized to give instructions or assignments. The physical demands and work environment described representing those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions in accordance with the Americans with Disabilities Act. This document does not create an employment contract, implied or otherwise, other than an "at-will" relationship.*

**Employee Signature Date**

**Supervisor Signature Date**