

**I. TITLE:** Success Coach/ Success Coach Counselor/ Success Coach Advisor/ERN Success Advisor  
**CODE:** MGT ---

**II. SUMMARY:**

The Success Coach provides complex information and referral services to employees affiliated with an Employer Resource Network (ERN). Employees request social service assistance from the Success Coach through the program. The work involves interviewing client employees of the ERN to assess and identify problems, determining the level of assistance needed, and referring clients-employees to the appropriate agency or other follow-up service. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The duties listed below are representative of the knowledge, skill, and / or ability required. ~~Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.~~ Responsibilities require considerable contact with employee-members of various socio-economic groups, as well as interaction with other agencies, anti-poverty workers, and the general public. The work of the Success Coach will be performed under the general supervision of Lucas County Board of DD Provider Development Coordinator in collaboration with the member agencies of the Employer Resource Network.

**III. SUPERVISORY RESPONSIBILITIES:**

May supervise and orient staff assigned to support the Employee Resource Network

**IV. DUTIES:**

- Participates and upholds the values and processes devoted to continuous quality improvement in all ERN activities.
- Helps employee in accessing tools, training, or services he/she needs to overcome his/her barrier(s) to employment.
- Develops an employee assistant plan after conducting an oral needs assessment and interview, and verifies subsequent eligibility documentation.
- Works in conjunction with human resources, supervision and management to help identify employees in conflict.
- Serves as consultant to providers on personnel administration matters involving program participants.
- Identify additional barriers to employment and assess appropriateness of training/educational services for ERN employees.
- Creates and updates manuals and/or computer database client employer files by recording each contact made with employees and maintains records required for follow-up.
- Keeps current files of social services available to employees of ERN member employers and provides information on how to obtain services.
- Arranges services with providers as required by case notes assessed and documented needs and plans.
- Assists ERN employees in completing written applications for social services when needed.
- ~~Helps recruit employees for the OPEN program by developing and delivering publicity and marketing materials, distributing and posting recruitment flyers and brochures.~~
- Provides linkage to emergency assistance and crisis intervention to employees when necessary.
- Produces reports to be presented at ERN board meetings.
- Demonstrates continuous effort to improve the process, decrease turnaround times, streamline work methods, and work cooperatively and jointly to provide value-added customer service to employees.
- Maintain and manage regular contact with Resource Navigator ERN Implementation team to reinforce and monitor work progress and to ensure quality / coordinated and timely service delivery to ERN employees.
- Provide bi-weekly program update to ERN Implementation team.
- Establish, nurture and maintain appropriate linkages to internal and external employee resources.
- Develop and direct implementation of policies for ERN program implementation practices and procedures
- Maintains confidentiality in the case of specific employees or potential employees in accordance with all applicable laws.

## **V. EQUIPMENT OPERATED**

Personal computer, applications software, and basic office equipment

## **VI. WORKING CONDITIONS**

Position may involve exposure to individuals with medical and behavioral needs. May require evenings and weekends and locations convenient for ERN employees.

## **VII. KNOWLEDGE, ABILITIES AND SKILLS**

- Work with limited supervision. Ability to make independent sound judgment in dealing with a variety of situations and be self driven.
- Ability to work well in a team environment.
- Ability to establish and maintain harmonious relationships.
- Demonstrated ability to track progress and maintain employee contact.
- Ability to communicate effectively (oral and written) with staff, employees, management, referral sources, public, etc.
- Ability to write accurate and concise case notes reports.
- Proficient in Microsoft WORD, EXCEL and POWERPOINT.
- Ability to work with and be sensitive to people from diverse backgrounds.
- Ability to attend meetings, trainings, and professional development opportunities as required.
- Ability to comply with policies and procedures at various employer locations, as well as federal and state, confidentiality laws as described in HIPPA (Health Insurance Portability Accountability Act).
- Knowledge in research principles for gathering, analyzing, and reporting data.
- Knowledge of social work or related principles, practices and techniques
- Effective interview and assessment skills
- Ability to effectively use web based tools and resources.
- Effective organizational and responsive communication skills.
- Knowledge of community and other resource agencies.
- Adherence to the principles of good management practices as outlined in the County Board "Expectations for Effective Leadership and Management Practices".

## **VIII. MINIMUM QUALIFICATIONS, EDUCATION AND EXPERIENCES:**

### **A. Education**

Bachelor's degree in Human Services Social Services, Human Resources or related field. Experience in mentoring/directing employees. ~~or two to five years related experience and / or training or equivalent combination of education and experience.~~

### **B. Experience:**

Two (2) years of experience in conducting interviews, assessment, gathering and analyzing data, and writing reports. A minimum of (1) year experience working with the public or involving community relations with Providers of DD services. Experience in making referrals to community resources.

### **C. Credentials:**

#### **1. Certification:**

N/A

#### **2. Licensure:**

Valid driver license.

### **D. Ancillary Training:**

a. Standard First Aid/CPR

b. Mandatory training as required by the Board, DODD, and ERN

### **E. Other:**

Requires own transportation and travel. Requires passing basic level Microsoft Word and Excel proficiency test.

**Must be qualified to perform all duties assigned to this position.**  
***I have reviewed this position description and understand my job responsibilities.***

***Print Name:*** \_\_\_\_\_

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<b><i>Employee Signature</i></b>	<b><i>Date</i></b>	<b><i>Supervisor Signature</i></b>	<b><i>Date</i></b>
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