



Position: Personal Development Coach
Supervisor: Lead Personal Development Coach
Classification: Level II – Non-Exempt

+ Overview

Responsible for providing counseling and support for community members and CAPCIL clients in their pursuit of self-sufficiency through CAP programming. Each Personal Development Coach (PDC) will have a caseload of clients to work with, at varying levels of expected engagement but at no time will be less than once a month. They will assess, track, monitor, and report on an on-going basis the progress of their clients. The PDC will work closely with agency staff to recruit and accept new members of the community and engage them in all applicable services offered through the Agency. Under the supervision of the Lead PDC and the HS Recruitment Coordinator, when possible, the PDC will do outreach and conduct recruitment activities for HS within the assigned County(ies).

+ Essential Job Functions

- Assist clients in achieving established family outcomes and/or working towards self-sufficiency.
- Provide outreach, education, and training to CAP clients and the community in the areas defined by the agency as desired family outcomes and growth mindset activities.
- Actively promote engagement in CAP self-sufficiency programming by clients and community members.
- Maintain accurate monitoring, documentation, and follow up of family service requirements and self-sufficiency activities in accordance with Head Start Performance Standards, CSBG requirements, and Agency defined outcomes.
- Maintain compliance with Head Start, CSBG, and Agency requirements via CAP60 software and any other agency tracking tools.
- Maintain record keeping and reporting systems for all HS, CSBG, and Agency standards.
- Assist the Agency in facilitating positive and appropriate engagement and referrals with all Programs.
- Monitor client and community needs and provide feedback to the Department Directors.
- Assist in ensuring family engagement and school readiness activities are offered in accordance with Performance Standards and Head Start policies and procedures.
- Assist as directed with the annual self-assessment, community assessment, and PIR reports.
- Assist with documentation and reports of site monitoring, observations, referrals, and assessments related to Health Services.
- Engage in training and professional development activities that are deemed relevant to adequately performing the duties of this position, as well as for professional growth.
- Perform other duties, as deemed necessary, for the smooth facilitation and operation of the program to include answering phones, responding to electronic inquiries, initiating both internal and external referrals for all Agency programs, providing transportation assistance, and childcare support.
- Perform any other duties needed to help drive our vision, fulfill our mission, and abide by our organization's values.

+ Education and Experience

- Associate degree in Sociology, Psychology, Family Service, or related field. Alternatively, 4+ years commensurate experience.
- Obtain and maintain Family and Community Development (FCD) certification.
- Must successfully complete CPR, First Aid, and any other training necessary for the operation of the program.
- Proficiency in Microsoft products to include SharePoint and experience with relational databases.

No contractual or similar obligation is implied or inferred by this job description or the employment relationship.

Updated: August 1, 2023

Community Action Partnership of Central Illinois Job Description

- Ability to make timely, thoughtful, and informed decisions.
- Strong oral and written communication skills.
- Capacity to always maintain professional attitude.
- Possesses good organizational skills.
- Successfully complete fingerprint and background check as required by 89 Ill. Adm. Code 385, Background Checks (Section 407.110) and CAPCIL procedure.
- Possess a valid Driver's License, functional vehicle, and proof of vehicle insurance.
- This position requires you to drive an agency vehicle, you will be subject to CAPCIL insurance reviews. If for some reason, you are unable to be insured by the agency's insurance, you will be unable to drive CAPCIL vehicles, which could result in termination.

+ Benefits

- Major Medical Plan. Community Action will pay a percentage of a monthly medical premium.
- Employee Term Life Insurance up to \$30,000 depending on age, spousal coverage (up to age 70) for \$10,000 and/or child coverage (up to age 26) for \$2,500 per child.
- Dental and Vision Insurance Plan (Employer paid for the employee, employees can choose to add on dependents at their own expense.)
- 403-b Retirement plan (after 1-year CAPCIL will match up to 3%)
- Annual Leave (2 weeks available after 90-day probationary period, prorated based on hire date and increases with continued employment)
- 3 Personal Days (Available on your first day and prorated based on hire date)
- Sick Leave (accrues at the rate of 4 hours per pay period for Full-Time and 2 hours per pay period for Part Time)
- 18 Paid Holidays (Including your birthday)

+ Key Performance Indicators

| Outcome | Performance Indicator | Measure and Tool | What does Good Look Like? |
|--|---|---|---|
| HS guardians are actively participating in decisions about the direction of the HS Program. | Head Start Policy Council has reps from each classroom. | % Of reps from assigned classrooms. | 75% of assigned classrooms (measured quarterly) have a PC Rep in attendance at PC meetings. |
| CAPCIL clients are self-sufficient and no longer need agency services. | Clients are actively working towards self-sufficiency. | % Of families actively engaged in CSBG case management. | 25% of the assigned caseload is enrolled in CSBG and actively engaged in approved activity (measured monthly). |
| Department complies with HS Family Services & CSBG program documentation and reporting requirements. | Program documentation is completed on time and with minimal errors. | % of tasks are completed by their due date. (CAs, monthly contacts) % of error rate from quarterly internal audit file reviews | 95% of assigned caseload is completed by the assigned due date. (measured 3 times a year & monthly) 10% or less noted error rate |

Signature of Staff Member

Date

Signature of Human Resources Director

Date

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