READI Chicago: SENIOR COACH

Position Description

Heartland Alliance coordinates READI (Rapid Employment and Development Initiative) Chicago, a network of community-based organizations on Chicago’s South and West Sides that engage individuals at the highest risk of becoming victims or perpetrators of gun violence in a 12-month wage-subsidized transitional job (TJ) and cognitive behavioral intervention (CBI) program which includes case management, coaching support, and other wrap around services. The goals of READI Chicago are to: decrease shootings and homicides among those at highest risk of gun violence; create new opportunities for these same individuals to change their life trajectory and decrease their involvement with the criminal justice system; and help build an infrastructure at the community level to promote long-term safety and opportunity in Chicago’s most impoverished communities.

Under the direction of North Lawndale Employment Network, senior coaches are responsible for providing individual coaching, personal development and supportive case management to a small cohort of participants, working collaboratively with the outreach partner staff, facilitating cognitive behavioral therapy groups, supervising coaches in all aspects of their work and providing expertise as needed to coaches in their work with participants though a trauma informed and restorative justice lens, and adhering to the READI Chicago model, philosophies and approaches, manuals and policies. Senior Coaches will be excellent problem solvers, comfortable with conflict and facilitating conflict resolution interventions, be energetic and flexible, collaborative, and proactive team members who positively and productively support their staff and high-risk participants.

To apply for this position, please email a resume and cover letter to info@nlen.org

Duties

• Supervise and support coaches in their duties:
  o Supervises staffs’ efforts in developing and delivering one-to-one support sessions with participants that support conflict resolution and adoption of prosocial behaviors
  o Provide guidance for managing challenges
  o Model group facilitation and conflict resolution interventions
  o Observe Coach CBT facilitation and provide technical assistance
  o Conduct performance reviews and guide performance improvement

• Recruit, hire, and continually train coaches
• Manage a caseload of READI Chicago participants and when necessary perform any and all duties performed by coaches:
  o conduct weekly one-on-one coaching sessions with participants,
  o facilitate the development of individualized participant plans to achieve goals; continually reassesses goals and progress toward goals with participant in weekly sessions,
  o review daily feedback performance reports from Crew Chiefs and respond accordingly with participant,
  o in conjunction with Resource Coordinator, develop and maintain referral relationships for a range of support services; connect participants to appropriate services as needed. Document disposition of appointments,

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June 2018, revised June 2019, revised June 2020, revised 2021
serves as a general advocate for participants; provides mentoring and supportive case management services to participants in collaboration with Outreach partner
provide job search assistance and support development of job search skills
develop and lead work-readiness coursework and activities

guide participants through transitional work experience and advancement opportunities

• Manage orientation process for new participants:

Provide an accurate overview of what participants can expect from READI Chicago including hours, wages, services, activities, and advancement pathways
Build and maintain participant interest and enthusiasm for READI Chicago
Accurately communicate expectations for participants, READI Chicago policies and procedures
Ensure that all necessary paperwork is completed in order for participants to begin transitional employment
Communicate any essential information regarding the Crime Lab’s study and gather all required data
Deliver an introduction to the cognitive-behavioral curricula and prepare participants to engage in CBT work
Deliver an introduction to Personal Development rationale and activities and prepare participants to engage in Personal Development work

• Organize and manage cognitive-behavioral therapy and personal development activities:

Become trained as a lead facilitator for selected cognitive-behavioral curricula, and facilitate cognitive-behavioral group sessions
Participate in cognitive-behavioral therapy prep session
Coordinate and schedule internal and external content providers and service providers such as asset building, child support assistance, legal services, parenting, etc.
Develop and/or identify work-readiness curriculum, implement curriculum, and schedule and supervise weekly work-readiness coursework

• Participate in trainings to learn the principles of trauma-informed care, motivational interviewing, conflict de-escalation, harm reduction, and other relevant concepts, and apply that knowledge in daily interactions with READI Chicago participants

• Review and assess transitional worker performance and determine whether participants have met the criteria for advancement within the program

• Coordinate with outreach provider(s) to manage the handoff of referrals, facilitate interagency communication, and activate reengagement activities for transitional workers who quit, disappear, get fired, or otherwise separate from programming.

• Monitors staffs’ activities including the entering of detailed, timely and accurate case notes/program information into appropriate data management system.

• Facilitates regular staff meetings, one on one supervision meetings, and community meetings; communicates relevant information to team members; ensures direct reports are aware of and abide by READI Chicago’s model, policies and procedures

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- Participate in the READI Chicago network, working closely with staff across READI Chicago to support participants

- Communicate and coordinate with research staff to ensure data requirements and other needs are met

- Complete and submit timely and accurate incident reports

- Manage all necessary paperwork and reporting associated with orientation, case management activities, employer contacts, participant advancement, retention follow-up, and other programming activities

- Ensures adherence to Centers for Disease Control and City of Chicago’s Department of Public Health’s guideline on managing public health pandemics including social distancing measures and wearing masks (self, staff and participants)

- Other duties as assigned

**Qualifications**

- Master’s degree with 3-5 years of community clinical work experience, or social work and case management experience required.

- Master’s degree with LSW or LPC strongly preferred. READI’s Chief Operations Officer must approve candidates who are not LSW or LCP licensed.

- An internal candidate for Senior Coach can be considered if the applicant is in line for, and subsequently obtains, an LSW or LPC licensure within one year of promotion, and upon approval from READI’s Chief Operations Officer.

- Experience in group facilitation

- 1-2 years’ relevant managerial experience, i.e. overseeing staff and performance improvement, case management and counseling services in a social service setting, preferably with formerly incarcerated individuals, opportunity youth, or similarly at-risk populations

- Computer literacy commensurate with job duties

- Excellent written and verbal communications; excellent organizational and time management skills

- Knowledge of workforce development and employment services for chronically unemployed individuals or individuals experiencing poverty

- Familiarity and understanding of cognitive-behavioral therapy, motivational interviewing, and trauma-informed care and restorative justice practices preferred