

A Mother's Hope
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JOB DESCRIPTION

Position Title: Family Resource Coordinator

Location: Fort Wayne, Indiana

Position Reports to: Executive Director

Wage: Salaried

POSITON PURPOSE

A Mother's Hope is a Christian organization aimed at offering refuge to homeless, pregnant women that strengthens their opportunities for stability. A Mother's Hope offers training and opportunities to improve residents' lives. We provide residents a home with practices and principles grounded in Christian love. We provide opportunities for residents to take steps towards breaking the cycle of poverty and chronic homelessness for themselves and their children. At A Mother's Hope, we recognize that each resident is unique in her life experiences and circumstances that led her to become homeless. We help residents define and strive for their own individual versions of success.

This position is responsible for ensuring appropriate programs and resources are in place for the women and children whom we serve through A Mother's Hope Program. This position is responsible for providing support to maintain a strength based and trauma informed work environment, which reflects and promotes the mission of A Mother's Hope. This position will assist the Executive Director in overseeing the programmatic aspects of the agency in the delivery of services and in administrative aspects as appropriate.

Ultimately, the Family Resource Coordinator will take the lead in supporting and guiding each resident during her time at A Mother's Hope. This position will collaborate with social service providers, referral sources, on-site therapist, and other staff to ensure each resident is given the most opportunities to find her version of success, The ideal candidate will have the ability to balance unconditional and tough love in all situations, be a team player, be approachable with strong relationship building skills, and be able to maintain healthy boundaries.

DUTIES AND RESPONSIBILITIES

Present a positive, professional image of A Mother's Hope through interactions with residents, staff, other shelters, and social service providers.

Develop constructive and cooperative working relationships with others and maintain them over time.

Support and guide each resident utilizing a strength-based approach, recognizing her unique situation and life experiences.

Maintain sensitivity, respect, and confidentiality for all residents and staff.

Report weekly and monthly to Executive Director on residents' progress, program effectiveness, and housing issues.

Determine program eligibility for clients by taking inquiries, conducting tours, and interviews, checking references together with Executive Director and Lead Resident Advisor.

Complete Intake Process with each new resident: complete intake paperwork and inform staff of new resident.

Meet with residents to assist them in creating goals in each AMH Program Area, help residents determine steps to achieve goals, and support residents in achieving goals; track progress and address obstacles.

Check residents' Productivity Tracker each week to encourage follow through.

Refer residents to appropriate community resources based on individual needs.

Ensure that residents are adhering to AMH Program guidelines.

Maintain documentation of meetings with residents.

Provide assistance to staff when On-Call.

Maintain excellent communication with Executive Director and Counselor about any concerning behaviors of residents.

Evaluate and assess appropriateness of services offered on an on-going basis. Conduct exit evaluations with residents and follow up with those who voluntarily leave program before completion.

Assist with HOPE Program Monthly Meeting: assist with planning dates and topics, contact speakers, purchase supplies as needed, coordinate with Volunteer Coordinator for meals/babysitters, attend monthly event, and maintain list of attendees.

Track required data for grants, funding sources, and annual reports.

Complete reports on time and maintain resident files.

Attend staff meetings and staff trainings.

Encourage and build mutual trust, respect, and cooperation among AMH staff members.

Maintain communication with alumnae residents and offer support, as needed.

Respond promptly to all calls requesting general information.

Participate in on-going training efforts to develop personally and professionally.

All other duties as assigned.

EDUCATION & RELATED WORK EXPERIENCE

Minimum Bachelor's Degree in Social Work or related field and at least 2 years of prior experience in social work or case management or a relevant combination of education and experience.

Demonstrated experience in use of computer to word process, access and update database information, and manage various forms of communication such as email, phone, and text. Excellent communication skills. Experience in working with homeless population a plus. Knowledge of available community resources.

SKILLS & KNOWLEDGE

Ability to be a team member capable of having honest and direct conversations about new ideas or strategies as well as receiving feedback on how to improve.

Ability to analyze situations and decisions in light of the impact of the common good of all the members of the household.

Ability to build a sense of community among residents.

Knowledge of professional boundaries and ethics. Ability to maintain healthy and appropriate boundaries with residents and other staff members.

Ability to balance mercy and justice with residents. Ability to exercise accountability and uphold rules as well as the ability to show mercy and forgiveness.

Ability to be a team player: have a willingness to share the workload, ask for help, and to know what is your responsibility to do or not to do.

Willingness to embrace challenge: you will be exposed to incredibly hard situations in which clear solutions are not readily apparent. Helping moms unravel and repair consequences of bad decisions can be incredibly challenging. You must be willing to enter into the messiness of difficult situations.

Possess an attitude of humility and openness to ongoing learning.

Knowledge of de-escalation skills and techniques.

Possess the ability to be flexible and adaptive in different situations. You will need to be prepared to adapt your approach to meet changing circumstances and a wide variety of personalities.

Demonstrate a relational approach to residents. This work is highly dependent on relationship, warm, inviting personalities that draw people to connect are essential.

Ability to diffuse drama and bring peace to a situation.

Awareness of self: being self-aware means that you are capable of recognizing areas of weakness, as well as strength.

Ability to find personal support outside of the ministry of A Mother's Hope so that you are not dependent on staff or residents to meet your emotional needs.

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

This position will have an office at A Mother's Hope, Fort Wayne. This position requires you to provide proof of a valid driver's license and auto insurance. This position will be expected to maintain normal business hours as well as be on-call on a rotating basis during nighttime and weekend hours in case of staff/resident emergencies.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing duties of this job, the employee is regularly required to sit and talk or hear. The individual may also be required to lift up to 30 pounds infrequently; and should be able to walk and climb stairs in order to be able to physically navigate A Mother's Hope. This person must be able to use hands to type on a personal computer keyboard and view a computer screen for at least 4 hours per day.

NONDISCRIMINATION POLICY

A Mother's Hope recruits, selects, and hires the most qualified applicant for available employment positions. Those persons with hiring authority consider relevant factors in evaluating the qualifications of applicants, including, but not limited to, personal character; personal gifts and skills; educational background; prior relevant experience; and bona fide work qualifications.