

Position Title

Education Coach for an Integrated Service Delivery Project

Project Overview

The purpose of this project is to help increase enrollment and improve retention in the Community College system leading to higher education and increased capacity to improve income. The project will focus on reducing obstacles preventing FOC clients from attending and completing community college as well as giving current community college students access to FOC services on campus. Through an integrated service delivery model involving two LISC Financial Opportunity Centers (Wesley Community Center and Volunteers of America), United Way of Greater Houston's THRIVE collaborative, and Houston Community College-Northeast, this project will improve individual's awareness of financial assistance opportunities and access to financial aid, increase their access to public benefits, and improve their understanding of personal finances.

Position Description

The Education Coach will provide direct services to low to moderate-income individuals who are enrolled as Financial Opportunity Center participants and/or Houston Community College students. Education coaching involves an ability to engage and motivate clients, an understanding of personal finances, knowledge of financial aid and on navigating the community college process, and the ability to teach that knowledge to others and coach them through problem solving as the students encounter challenges. The Education Coach is responsible for assisting clients in developing plans of action that are intended to help them reach their education goals and improve financial stability. The Education Coach is expected to focus services in a one on one counseling format. However, the coach might also conduct classes and workshops. The coach will also work with the Income Support Specialist, Financial Coach, and Employment Counselor at the FOC's, and the financial aid and advising staff at Houston Community College to help coordinate essential supportive services for the clients. The position will be located on site at Houston Community College's Northline Campus and will report directly to the FOC Program Director at Wesley Community Center.

Responsibilities

- ***Provide one on one education counseling/coaching***
 - Teach clients at the FOC and students enrolled at Houston Community College Northline about the value of these services.
 - Identify appropriate candidates for the program and engage them in an ongoing relationship
 - Provide support to individuals interested in enrolling at HCC that help navigating the higher education system
 - Identify students already enrolled at HCC who may also need help navigating various services available within the community college

- Help clients understand and coach them through resolving current financial situations, which may also include connecting them to the FOC Financial Coach
- Educate clients on public benefit options including connection to the Income Support Specialist for benefit screening and application assistance
- Develop plans of actions and provide tools, resources, and accountability to the client to help them meet their goals
- Understand other agency supports such as employment services, child care, and transportation, and connect the clients to these other services
- **Outcome tracking**—track the stories and successes of program participants
 - Use Efforts to Outcome (ETO), a client management system, to document and reflect the outcome of their clients accurately and in a timely manner
 - Ensure a Combined Financial Assessment (CFA) is completed for financial counseling clients
 - Working with the entire FOC team to ensure that any changes to the client's CFA is properly documented
- **The education coach may conduct workshops** as a means of outreach and education
 - The classes may be part of the Student Success class offered by the HCC, or may be workshops to the public
 - Develop workshop materials or tailor existing materials to meet the needs of the project
- **Develop relationships within LISC-FOC, United Way THRIVE, and the HCC system**
 - Become educated on and work within the HCC financial aid system
 - Access other resources within Wesley Community Center or Volunteers Of America and the THRIVE network
 - Create a network of other referral organizations to help assist the client meet their goals

Qualifications

Qualifications for the education coach position include, but are not limited to:

- **A propensity to learn benefit programs and ability to assist in clients in navigate these programs**
- **A bachelor's degree** from a four year accredited institution preferred
- **Previous work in the social service or community education sector** is a plus
- **Strong communication skills**, both written and oral
- **Previous work experience with the target population**, and/or the ability to provide counseling/coaching services in a culturally sensitive manner.
- **Proficient in Microsoft Word, Excel, and PowerPoint**
- **Internet and Resource Savvy**
- **Spanish speaking skills a plus**

