

Job Title: Family Coach Specialist
Department: Polokalamu Ho'omaka 'Ola (PHO)
Location: 180 Kinoole Street
 Hilo, HI 96720
Reports To: Program Supervisor
FLSA Status: Non-Exempt.
Prepared By: Andrew A. Kahili, Community Relations and Events Officer and
 Program Director
Prepared Date: 5/17/23
Revision Number: 1
Revision Date: 3/20/2025
Reviewed By: Andrew A. Kahili (Community Relations and Events Officer and
 Program Director)
Approved By: Kathleen McGilvray, Chief Executive Officer 
Approved Date: 3/21/2025

Summary The Family Coach Specialist under the general direction of the Program Supervisor, aids individuals and families having problems concerning family relationships or other aspects of their social functioning affecting unity of family and welfare of community by performing the following duties.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Performance Appraisal

Date of Appraisal: _____

#	Essential Duty and/or Responsibility	UN	SA	EX	Comment
1.	Upholds and furthers the mission of the YWCA of Hawaii Island, which is dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom, and dignity for all.				
2.	Contacts families to schedule a visit with the family.				
3.	Consult with the professional members of the team to develop approaches to address the family's risk factors.				

#	Essential Duty and/or Responsibility	UN	SA	EX	Comment
4.	Foster a supportive relationship with the family.				
5.	Provide services to meet the needs of culturally diverse families.				
6.	Participate in staff meetings and child team meetings to provide current information on the family's status to decrease their risk factors.				
7.	Completes service documentation in accordance with the standards and timelines established using systems and tools provided by the YWCA.				
8.	Communicate on a regular basis with the professional team members of family's needs/concerns.				
9.	Communicate with the professional team members regarding significant family observations, e.g., safety issues regarding the child, mental health and/domestic violence issues, or substance abuse issues.				
10.	Support families transitioning to other programs.				
11.	Update the Family Goal Plan (FGP) review for children not receiving early intervention therapeutic services.				
12.	Attend and participate in all FGP meetings.				
13.	Refer families to community agencies, such as Department of Human Services (DHS), WIC and others.				
14.	Implement strategies in the FGP with guidance from the professional members on the team.				
15.	Work with the Program Supervisor to conduct approved development screens and scales.				

#	Essential Duty and/or Responsibility	UN	SA	EX	Comment
16.	Provides home visits and support services to PHO participants according to policies and procedures of the program.				
17.	Completes contract, programmatic, and organizational paperwork according to the policies and procedures of PHO Program and the YWCA of Hawaii Island.				
18.	Attends all required staff meetings and trainings.				
19.	Performs other related duties as assigned.				
10.	Consults and coordinates plans with other professionals.				
12.	Prepares regular statistical and narrative reports.				
14.	Attends and participates in all mandatory and job specific trainings.				
16.	Clean, organize and maintain work area including equipment.				
17.	Performs other related duties as assigned.				
18.	Assists with evening and weekend work when necessary.				

Key: UN – Unsatisfactory; needs work – consistently requires items to be reworked, re-educated, re-trained. Cannot let the employee work independently. Each UN requires a plan of corrective action to be attached to the performance appraisal.
SA – Satisfactory; does the job as expected. The employee is doing as instructed and can work independently with little rework, re-education or re-training.
EX – Exceeds expectations. The employee consistently does more than expected. As supervisor, you consider allowing this person to take the lead on some projects you believe the employee would excel in. Each EX should have a comment about why the person got an EX.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

1. Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
2. Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills. Shares expertise with others.
3. Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
4. Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
5. Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
6. Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
7. Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
8. Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; Builds a diverse workforce.
9. Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
10. Judgment – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

11. Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
12. Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
13. Quality – Demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.
14. Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
15. Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
16. Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.
17. Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements 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.

Education and/or Experience

High school diploma or general education degree (GED). Bachelor's degree in social work or human services, preferred. Two years direct client service (home-based preferred) or child rearing experience and/or equivalent combination of education and experience.

Other Qualifications

- Must possess a current Hawaii Driver's License.
- Must have use of dependable automobile.
- Must have current vehicle registration and insurance.
- Must have clean driving abstract.
- Must have a clean criminal background/record check.
- Must pass a pre-employment drug screen.
- TB clearance desirable.
- First Aid and CPR desirable.

Other Skills and Abilities

- Must be organized and good with detail work, flexible, self-directed, good at communication and teamwork.
- Demonstrates understanding of child abuse and neglect dynamics, child development and parent-child interaction.
- Must have knowledge of the community and related issues and concerns; culture and customs; organizations, groups, and associations interested in and/or servicing our community in East Hawaii.
- Personnel in the position must be free from conviction of a crime which would have a substantial relationship to the functions and responsibilities of the position or which poses a risk to other people.
- Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical

Ability to add, subtracts, multiply, and divides in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ration, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Physical Demands

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 the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk and sit. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance: stoop, kneel, crouch, or crawl and taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee will work in indoor office or multipurpose room as well as at various homes of program families and travel between sites. The noise level in the work environment is usually moderately noisy and occasionally quiet. Home visit environment is unpredictable and varied.

The above information on this description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities and qualifications of employees assigned to this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.

Employee Signature: _____

Employee Printed Name: _____

Date : _____

Performance Appraisal:

I have had an opportunity to discuss the ratings on this job description with my supervisor. The next steps course of action, if needed, are attached to this appraisal. Any additional comments I have are listed below:

Employee Signature: _____

Employee Printed Name: _____ **Date:** _____

Supervisor Signature: _____

Supervisor Printed Name: _____ **Date:** _____

CEO Signature: _____

CEO Printed Name: _____ **Date:** _____