



## Urban League of Broward County Employment Opportunities

### Position Description

**Title:** Life Coach/Case Manager  
**Department/Team:** Programs/Healthy Youth Transition (HYT)  
**Division:** Education and Community Justice  
**Supervisor:** Program Coordinator or Division Manager  
**Revision Date:** March 2019

**Program Description:** The HYT Program is designed to empower, educate and provide opportunities and access for youth ages 12-17 to become productive and successful citizens within their communities. It serves as a resource to cultivate and inspire positive changes. By program design, it will connect youth to their communities, families and each other while developing their strengths and unlocking their potential by providing mentoring, counseling services, education and career exploration, employability skills, health and wellness instructions and community engagement.

### SUMMARY:

This position is primarily responsible for coordinating a wide range of activities to enhance program goals and objectives. The **Life Coach/Case Manager** conducts assessment, advocacy, counseling training, referrals and interagency collaboration to ensure effective and efficient delivery of services to clients by performing the following duties. **The Life Coach/Case Manager is required to utilize their reliable transportation to transport their clients as needed for program services.**

**CORE DUTIES AND RESPONSIBILITIES** include the following:

- Manages overall responsibility for business subsection caseload of adult or youth case management division.
- Independent decision making with case management oversight.
- Generates service plans and follow-up services on participants, as required by contract.
- Maintains accurate and complete files for program participants as related to services and activities.
- Transport youth to program activities and services related to the youth service plan, as needed.
- Assist in the development of operating plans, policies and procedures within the division.
- Organizes and implements creative, innovative programming on a daily basis that results in positive achievements for participants.
- Provides orientation to eligible participants.
- Provides life skills coaching and assessment.
- Provides employability skills training (i.e. resume writing, mock interviews, dress for success, etc.)
- Ability to influence the hiring of new staff by serving on the interview panel to offer feedback in the candidate selection process.
- May serve as delegated supervisor overseeing project management and associated employees, in the supervisor's absence.

- Meets all performance standards and requirements for program contracts/grants or Urban League of Broward County.
- Informs participants and families of support and referral services.
- Submits timely and accurate reports and data related to program and participants.
- Advises immediate supervisor of needs, trends and issues within area of responsibility and recommends activities to address them.
- Serves as a liaison and contact person with other agencies to ensure coordinated and comprehensive delivery of services to participants.
- Develops and disseminates information to groups and individuals to promote increased awareness of the Urban League and its programs.
- Participates in Urban League of Broward County's special event committees and projects actively.

**EDUCATION AND/OR EXPERIENCE:**

Bachelor's degree (B.A.) from four-year college or university; one to two years related experience and/or training Bilingual (English and Spanish or French or Creole) candidates preferred.

**OTHER SKILL, ABILITIES, AND QUALIFICATIONS:**

- Outstanding organizational skills
- Must work effectively with persons of all ages and diverse backgrounds, skills and abilities.
- Must be able to work evenings and weekends as business needs warrant.
- Must be able to operate a personal computer using Microsoft Office Suite.
- Ability to carry out responsibilities with flexibility to adapt to changing organizational needs.
- Ability to balance the needs and expectations of multiple constituents.
- Positive and team-oriented attitude.
- Knowledge and ability to work with financial information.
- Experience working with disadvantaged populations

**Other**

- Must have a valid Florida driver's license and reliable transportation.
- Must pass a Level 2 background and drug screening.

**If interested in being considered for the position, email your resume and cover letter to:**

[hiring@ulbcfl.org](mailto:hiring@ulbcfl.org)

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