



JOB ANNOUNCEMENT

POSITION TITLE: Mobility Mentor	SUPERVISOR TITLE: Mobility Mentor Manager
Department/Division: Family Services	Program: Professional Mentor Program
Grade: 8	Status: Non-Exempt
LOCATION: THE COMMUNITY PLACE OF GREATER ROCHESTER, INC., 57 CENTRAL PK., ROCHESTER, NY	

JOB SUMMARY

Under the direct supervision of the Mobility Mentor Manager, the Mobility Mentor will provide support to program participants seeking economic mobility and self-sufficiency through the Professional Mentoring program; a collaboration between **Action for a Better Community (ABC), Catholic Family Center (CFC) and The Community Place of Greater Rochester (CPGR) hereafter collectively referred to as ‘Program Agencies’**. Mentor activities include, but are not limited to outreach and recruitment, assisting with goal setting, coaching in self-sufficiency skills, referral to community resources, disbursing participant incentives, facilitation of groups and workshops, data management and reporting and the delivery of services consistent with program objectives and standards. As the Professional Mentoring Program develops, Mentors will actively participate in the development and modifications of the program operations and research.

SPECIFIC DUTIES

Serves and engages program participants, including:

- Performing comprehensive assessments with participants according to established standards.
- Maintaining regular contact to monitor and track progress and response to services.
- Developing and implementing individualized service plan with the participant to address identified needs within established time frame.
- Monitoring and evaluating participant progress and adjusting service plan and/or delivery as necessary.
- Initiating and completing case closure when appropriate.
- Coordinating/providing effective and appropriate training to meet the individualized service plan goals
- Providing counsel and support to participants as needed in order to motivate and empower them to meet goals.

Motivating participants, including

- Serving as a life coach to help facilitate behavior change.
- Coaching others to transition their lives in a way that leads to ownership and independence through personal development.

Ensuring professional service delivery, including

- Completing all necessary documentation to ensure compliance with funding requirements, licensing requirements, COA standards, and agency quality assurance standards.
- Managing participant services and maintaining the primary case records.
- Participating in staff training and development opportunities.
- Maintaining current knowledge of trends and issues around poverty and family self-sufficiency, as well as resources available across the program primary implementation agencies and within the community.

QUALIFICATIONS

Minimum Qualifications

Bachelor's degree plus two years' experience in service coordination, casework or case management, and proven experience working with the high needs populations. Working knowledge of computer software (MSOffice). Ability to work with a diverse population. Knowledge of resources available to the target population.

- Requires good verbal and written communication skills; interpersonal and customer relations skills; ability to work with diverse individuals/groups and with staff at all organizational levels both internal and external.
- Proficient use of Microsoft Office products including Word, Excel, and Outlook required.
- Bi-lingual capabilities highly desired.
- Requires the physical health and physical capability to work in an office setting with light local travel related to service delivery
- Requires a valid NYS Driver's License, and access to reliable transportation
- Observes all safety and housekeeping rules and procedures, and supports and encourages safety and good housekeeping throughout Agency; takes immediate action on safety related issues.
- Supports management policies and procedures; cooperates with and supports other Agency employees; and works reliably and flexibly to meet departmental, Agency and participant needs and objectives including quality, service and productivity

ESSENTIAL JOB FUNCTIONS

1.0 OUTREACH AND RECRUITMENT: Respond to inquiries about program services, conduct program outreach and recruitment including attending community meetings and giving presentations on Mobility Mentoring services

1.1 As part of professional mentoring team, collaborates with agency collaboration provider network and community-based organizations to promote visibility of the program, ensure ongoing referrals and effective utilization of program and to meet enrollment and outcome goals.

1.2 Develop relationships with educational, training, and employment resources

1.3. Participate in appropriate community and professional forums as a representative of Professional Mentoring Collaborative.

2.0 PARTICIPANT SUPPORT SERVICES: Using a strengths-based model, conducts assessment to identify individualized goals.

2.1 Assists program participants to define steps to progress toward goals and target community supports to help achieve those goals.

2.2 Coaches participants to develop academic, career, financial literacy and life skills that support economic mobility

2.3 Maintains regular contact with participants in accordance with program parameters.

2.4 Collaborates with participants' personal and professional networks to effectively.

2.5 Collaborates with participants to evaluate progress, update goals, and action steps as necessary.

2.6 Maintains records to document participants' progress in accordance with program standards and outcome measures.

3.0 GROUP FACILITATION: Provides facilitation of group meetings.

3.1 Works with participants and the professional mentoring team to identify learning needs (in areas such as financial literacy, career development, communication skills, effective communication, advocacy, etc.) and to develop relevant workshops.

3.2 Coordinates with internal and external workshop facilitators. Coach participants in developing meeting preparation and facilitation skills.

3.3 Leads Community Group meetings as needed and develop agendas with the professional mentoring team.

4.0 SERVICE DELIVERY: Carries out all services and related activities to ensure support to daily operations in accordance with program standards and outcome requirements, including but not limited to, staff coverage, home visits, liaisons and referrals with other service organizations and across programs (CPGR, ABC, and CFC) with regard to record-keeping and reporting around participant and program issues.

4.1 Works with participants to ensure consistent engagement in program activities; plans and implements service delivery activities as needed and in collaboration with participants, staff, and volunteers.

4.2 Identifies, recommends and implements services in response to evolving participant and program needs.

4.3 Keeps participants' files up to date with timely and accurate notes; prepares and disseminates reports as needed.

4.4 Collects and processes data and information to meet program requirements and to inform and support decision making.

4.5 Participates in flex time hours to be negotiated with Mobility Mentor Manager to ensure coverage of program participant availability (i.e., typically 8:30 AM-5 PM or 11:30 AM- 8 PM).

4.6 Carries out other duties and responsibilities, as assigned.

Physical Elements

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.

- Must be able to physically perform the basic life operational skills of stooping, kneeling, walking, lifting, grasping, pulling, standing, talking, hearing, running.
- Must be able to perform light work exerting up to 30 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- Must possess the visual acuity to perform extensive reading, monitor children's activities, and complete records.
- Must be able to occasionally participate in sports and physical activities.
- Employees may be required to travel short distances
- Cognitive capabilities are needed for objective analysis of variable situations.

Please forward resume and cover letter to: The Community Place of Greater Rochester, Inc., 57 Central Park, Rochester, New York 14605 or to dgagliano@communityplace.org or on-line at www.communityplace.org

THIS JOB ANNOUNCEMENT DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT. Nothing in this job description restricts CPGRs ability to assign, reassign or eliminate duties and responsibilities of this job at any time. It does not prescribe or restrict the tasks that may be assigned. This job description describes the agency's current assignment of essential functions. Those functions may change at any time, as the needs of the agency change or for other reasons deemed appropriate by the CPGR.

The Community Place of Greater Rochester, Inc. is committed to the recruitment of a workforce, which mirrors the diversity of recipients of agency services. We are an Equal Opportunity Employer

