



Mid-South Employer Resource Network (MSERN)

**POSITION TITLE: Success Coach**

**Job Summary:**

The MSERN Success Coach is an employee of HopeWorks who provides services to the MSERN member employer companies. As an employee of HopeWorks the Success Coach will uphold the vision and mission of HopeWorks. The Success Coach provides referral services and other complex resources to workers employed by MSERN Member Companies. The work involves an interview to triage employees: identifying problems, determining the level of assistance needed, and referring employees to the appropriate agency, program or other follow-up services.

**Specific Duties:**

- Develop an employee assistance plan after conducting an interview and oral assessment of needs, considering and advising as to subsequent eligibility documentation.
- Works in conjunction with HopeWorks Supervisor, the companies' human resources department and management, to help identify at risk employees who are in distress or conflict.
- Creates and maintains computer database client files by recording each contact made with employees. Maintains records for required follow-up.
- Keep current files, information and connections with local resources and social service providers in order to connect clients with appropriate resources.
- Assist clients in completing written applications for social services, public or private as needed.
- Help recruit employee participants for each company served by developing and providing publicity and marketing materials, distributing and posting recruitment flyers and brochures.
- Provide emergency assistance and crisis intervention when necessary.
- Attend monthly MSERN Employer board meetings and present dashboard report.
- Maintain regular contact with HopeWorks supervisor to monitor work progress and to ensure quality, coordinated and timely service to MSERN company employees.

**Requirements and Qualifications:**

- Minimum of BS in Human Services, Social Work, Human Resources or related field
- Minimum of 5 years experience in Social Work, Human Resources, Human Services, Case Management Services
- Ability to work well in diverse work environments, with multiple priorities and deadlines and with people of diverse backgrounds
- Ability to communicate effectively (oral/written) with HopeWorks supervisor, company employees, management, referral sources and other stakeholders.
- Proficient in Microsoft Word, Excel, Salesforce
- Maintain a valid drivers license, insurance and able to provide own transportation.
- Ability to uphold policies and procedures of HopeWorks and the MSERN as well as state and federal confidentiality laws as described in the Health Insurance Portability Accountability Act (HIPPA).