

**Position: Family Care Coordinator, Full-time, Exempt  
Reports to Program and Operations Director**

**About Lifehouse:**

Lifehouse is a voluntary, pro-life ministry program addressing the needs of pregnant and parenting women and teens in crisis by transforming their lives through the healing touch of Christ.

**Summary of Responsibilities**

The Family Care Coordinator will provide participant care by assessing needs and setting goals. Family Care Coordinator will coordinate and assist with services for participants by linking participants to and advocating for appropriate social services and community resources such as Passport, SNAP, WIC, 3 Cs, etc.; Family Care Coordinator is to monitor and evaluate goal plans and progress. Family Care Coordinator will document all contacts with and progress of participants. Family Care Coordinator is responsible for producing required and requested reports by deadlines; Family Care Coordinator is to maintain confidentiality to protect participants' privacy. Family Care Coordinator is an exempt, full-time position requiring a minimum of 40 hours per week.

**Responsibilities include but are not limited to:**

- In conjunction with Program and Operations Director, review prospective participant's applications and records; conduct orientation of Lifehouse procedures, policies and expectations.
- Complete intake interviews in coordination with Program and Operations Director and/or CEO.
- Assess new participant's physical and mental health, legal history, education and learning abilities, work history, and substance abuse history.
- Meet with participants on a regular basis, no less than once per week, to provide guidance, advisement, and assessment toward participant goals. The frequency of meetings may be determined by the level of care needed on a case by case basis.
- Coordinate and manage participants' appropriate educational, vocational, medical, social and other services as needed.
- Work with Program and Operations Director to ensure participants are meeting program and personal goals; establish corrective action if needed.
- Coordinate and monitor participant participation in outside counseling services, recovery programs (AA, NA, Celebrate Recovery, smoking cessation, etc.), parenting skills development, social service resources, vocational training, school or GED program.
- Provide ongoing participant emotional support, including crisis management and intervention.
- Identify and assess community resources to address specific needs of individual participants.
- Serve as a weekend on-call program staff person and rotate preparation and distribution of participant newsletter.
- Provide transport, accompaniment, and support of participants to medical services, court appearances, and social services agencies as needed.
- On-call for transport of laboring participants; serve as labor coach if requested by participant.
- Enter clear, accurate, and thorough documentation in eKyros of 1) all inquiry information, 2) intake information and outcomes, 3) all contacts with participants, 4) reports, 5) applicable goal plans and progress, 6) participant outcomes 7) other data as necessary.
- Demonstrate respect, compassion, and cultural sensitivity to all participants, inquiries, and referrals.
- Report and document significant information regarding any unusual incidents or accidents occurring with participants and/or within area of responsibility.
- Network with community resource providers for referring non-eligible inquiries.

- Outreach to referral sources such as pregnancy resource centers, school counselors, medical professionals, social service agencies, shelters, etc. for potential participants.
- Provide participants with appropriate guidance, advice and training in building skills such as parenting techniques, appropriate discipline, communication, problem solving; conflict resolution, self-sufficiency, personal responsibility, responsible thinking, etc. in individual and/or group settings.
- In absence of the Program and Operations Director, speak to prospective participants by phone to describe the Lifehouse program, gather initial information and schedule interviews.
- In absence of the Program and Operations Director, refer prospective participants who do not qualify for the Lifehouse program to appropriate community resources applicable to their situation.
- Other duties as assigned.

### **Qualifications:**

- Ability to convey a high degree of commitment and passion for the mission and values of Lifehouse and the organization's Statement of Faith.
- Understanding and belief in the sacredness of human life and the personhood of unborn children.
- Bachelor's degree in Social Work, Sociology, Human Services or related field; Associate Degree in Social Work, Sociology, or Human Services with applicable work experience; or demonstrated work experience in Social Work, Case Management, Human Services or Sociology.
- Knowledge of Kentucky and Louisville social services and programs.
- High sense of ethics, confidentiality, discipline, and attention to detail.
- Excellent written and oral communication skills that are effective with a diverse range of audiences.
- Strong presentation and follow-up skills.
- Team player, positive, upbeat, can-do attitude.
- Ability to inspire and motivate others toward self improvement and the resulting benefits.
- Proficient computer skills including Microsoft platforms (Word, Excel, etc.) and/or ability to become proficient in relevant programs, including our client database management system.
- Strong project and time management skills with the ability to manage competing priorities, work independently and as part of a team; detail-oriented, well-organized, focused, and goal-oriented, with a high level of initiative.
- Sound judgement, analytical and problem-solving skills, with the ability to devise strategies and recommendations from appropriate data.
- Position will require some work on evenings, weekends and flexible hours.
- Position requires sitting for extended periods while on the computer and telephone, bending, stooping, lifting approximately 30 lbs., inside and outside of office public contact.
- Valid driver's license, reliable transportation, and United States citizenship required.

**How to apply:** Qualified applicants should submit a resume and cover letter to [lifehousestaffing@lifehouselouisville.org](mailto:lifehousestaffing@lifehouselouisville.org) **No Phone Calls Please**