



## Urban League of Broward County Employment Opportunities

### Job Description

**Title:** Life Coach/Case Manager  
**Department:** Programs  
**Supervisor:** Program Coordinator or Division Manager  
**Revision Date:** December 2020

### **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, job training, financial literacy training, and referrals and interagency collaboration to ensure effective and efficient delivery of services to clients by performing the following duties.

**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.
- Ability to influence the hiring of new staff.
- Assist in the development of operating plans, policies and procedures within the division.
- Serves as delegated supervisor overseeing project management and associated employees, in the supervisor's absence.
- Organizes and implements creative, innovative programming on a daily basis that results in positive achievements for participants.
- Provides orientation and counseling to eligible participants.
- Provides financial coaching and assessment.
- Provides employability skills training (i.e. resume writing, mock interviews, dress for success, etc.)
- Seeks out appropriate employer for job placement of participants.
- 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.
- 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:

**Submit Cover Letter and Resume to:**

**[HIRING@ULBCFL.ORG](mailto:HIRING@ULBCFL.ORG)**