

**Job Title: Change Coach**

**Primary Roles of Job: Discipling and Case management**

**Status: Full-time (40 hours/week) Non-exempt**

**MISSION STATEMENT:** As followers of Christ, we empower currently and recently incarcerated women to achieve lasting, positive change through programming and personalized mental, emotional, physical, and spiritual support.

**VISION STATEMENT:** *Changed Choices* exists so that women who have experienced incarceration lead restored lives marked by healthy decisions, self-sufficiency, and contribution to their communities.

**Change Choices VALUES:**

As followers of Jesus Christ, we endeavor to operate with:

- **INTEGRITY**  
We are honest in all of our dealings and steward the resources the Lord has entrusted to us.
- **COMMUNITY**  
We work collaboratively, internally and externally, building healthy cultures to achieve our mission.
- **RESTORATION**  
We quickly seek to reconcile with others and model second chances.
- **RESPONSIBILITY**  
We take personal responsibility for our actions and follow through on our commitments.
- **PRODUCTIVITY**  
We perform our respective roles with a drive to achieve results that advance the shared mission and vision of our organization.
- **AFFIRMATION**  
We celebrate each other's success and value, recognizing we are all created in God's image.

**PURPOSE STATEMENT:** A *Change Coach* serves in a manner that represents the *Changed Choices* vision, mission, and values. This position exists to provide personalized, direct client support through long-term relationships and *Changed Choices* programming and services for women from the point of becoming a *Changed Choices* Client through her Re-Entry journey.

**REPORTING RELATIONSHIPS:** Reports directly to the *Director of Programming*; and works cooperatively and collaboratively with other members of the Programming Team and other *Changed Choices* staff.

**Day-to-Day RESPONSIBILITIES:**

**Manage a caseload of Pre-Release and Re-Entry Clients**

- Provide personalized program and service support, encouragement, and guidance from the point of acceptance through Re-Entry to Graduation.
- Onboard newly clients including creating a personalized care plan and onboarding assigned volunteers.

- Guiding women, through counseling and prayer, to develop lifestyle choices and personal growth that reflect *Changed Choices* Program expectations and Ministry Distinctives
- Maintain communication and coaching through the program curriculum process
- Ensure that every client has a written, personalized case plan upon release.
- Assist each client in engaging in the church community upon release.
  - Work with the selected church to identify a church mentor and to prepare for the woman's welcome home.
- Assist each client in determining what her immediate needs will be upon release, including housing, employment, transportation, medical. Help schedule appropriate appointments in advance of her release.
- Provide Client support and encouragement throughout the Re-Entry process.
  - Arrange transportation home if needed.
  - Meet with clients regularly to encourage, coach, and review progress on Vision Plan goals and action steps.
  - Set up initial meetings and introductions with staff and other clients.
  - Assess client needs and all applicable resources and provide referrals as needed.
- Engage with Caregivers and children, providing support, encouragement, resources and referrals as needed.

#### **Administrative**

- Keep the Program Team, and the Staff informed about client progress and challenges.
- Maintain Salesforce data keeping each client's information current and accurate.
- Provide insight and information for admission and fundraising staff.
- Provide timely responses to communications and requests – internal and external
- Participate in *Changed Choices* events and event planning as assigned

**Other duties as assigned** by the *Director of Programming* or the *Executive Director/CEO*.

#### **REQUIREMENTS:**

- Must be a follower of Christ, be actively engaged in a Bible-believing church, and have a commitment to *Changed Choices'* mission and Ministry Distinctives to empower currently and recently incarcerated women to achieve lasting, positive change through programming and personalized mental, emotional, physical, and spiritual support.
- Have educational or professional background in human services, women's ministry, missions, substance abuse, Christian or Biblical counseling, or the equivalent; lived-experienced considered.
- Must be a good listener, highly relational, and quickly connect with people from diverse backgrounds—religious, socioeconomic, cultural, ethnic, educational, and social.
- Possess the ability, and discernment, to perceive real needs and to provide support and resources.
- Must be equally comfortable in a collaborative team environment and as an independent self-motivator.
- Must have workable knowledge of Google and MS Office. Experience with Salesforce is a plus.
- Offer excellent written and verbal communication skills.
- Must function with a high degree of organization and attention to detail
- Must be coachable and respond well to direction and instruction.
- Must be flexible and comfortable with change, often required in a non-profit organization.
- Must hold a valid driver's license, insurance and vehicle as well as be willing to transport clients.
- Must be comfortable performing duties in detention centers and prison facilities occasionally.

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