



POSITION DESCRIPTION

Position Title: **Success Coach**
Candidate: TBD
Department: Client Services
Supervisor: Associate Director of Client Services
FLSA: Full-Time/Hourly/Non-Exempt

OUR IMPACT

For over 50 years, Samaritan House has been leading the fight against poverty in San Mateo County. We're the only organization that delivers the full breadth of essential services and personalized support to the working poor. By ensuring our clients are fed, clothed, healthy, and housed, we help them create their own stability and remain an active, successful part of our community. After all, an enduring community is only possible when every person has the resources they need to live.

OUR CULTURE

We're passionate about providing our employees with a supportive work environment and experiences that help them grow. We offer excellent opportunities for individuals with proven strong, creative, results-driven leadership skills and stellar work ethics. We welcome candidates who love working with people of diverse backgrounds and want to make a difference by fostering community care for our neighbors in need.

YOUR IMPACT

Under the general supervision of the Associate Director of Client Services, the Success Coach are responsible for providing exemplary service to Samaritan House clients within our Client Services Department. Ideal candidates are direct service social workers who will identify those in need; help people of all life stages with diverse backgrounds cope with and solve everyday problems; advocate for and develop plans to improve clients' well-being; research and refer clients to community resources; respond to clients in crisis situations; and collaborate and work effectively within a variety of diverse public and private organizations.

In addition to supporting clients in active crisis, Success Coach will also work with individuals and families who are not currently experiencing a crisis but require more intensive, long-term case management support. This includes helping these clients prepare for stability and independence by developing and tracking individual goals and objectives, identifying and addressing both personal strengths and challenges, and providing ongoing guidance, support, and accountability throughout their journey toward self-sufficiency.

Success Coach will maintain a caseload of approximately 20 clients at a time to ensure personalized and focused support. The ideal candidate is flexible, detail-oriented, compassionate, and able to function both independently and collaboratively within a team. Success Coach will use a consistent and systematic set of practices to perform the essential functions of the position.

JOB QUALIFICATIONS

Please note our preferred and in some cases required qualifications for this position:

EDUCATION:

- A Master's degree in Social Work (MSW) is preferred.
- Bachelor's degree in social work, psychology, or a related field required. Equivalent work experience may substitute in some instances.

EXPERIENCE: Minimum 5 years of experience in the following:

- Case management with a clear understanding of best practices.

- Working with the public and community-based organizations.
- Inter-agency collaboration experience.

GENERAL REQUIREMENT:

- Bilingual/bicultural proficiency in English and Spanish preferred but not required.
- Demonstrated knowledge of Samaritan House’s target service population
- Excellent crisis and conflict management experience.
- Flexible schedule availability, including evenings/weekends if needed.
- Strong understanding of the local service landscape for economically challenged individuals.
- Excellent analytical, oral, and written communication skills.
- Excellent computer proficiency in Microsoft Office Suite and ability to learn data management systems (e.g., Clarity, CORE, HMIS).
- Emotional resilience and ability to remain calm and professional in high-stress situations.
- Strong organizational and multitasking abilities with attention to detail and timely follow-through.
- Ability to work flexible schedules is essential.
- Ability to establish and maintain successful and effective interpersonal relationships with all agency constituents. Must be able to work independently and collaboratively within teams.
- Proven ability to conduct all interactions with all constituents in a highly ethical manner demonstrating high level of integrity, transparency and compassion in all work.
- Ability to meet deadlines and complete all work in a timely manner.
- Excellent data entry skills; strong organizational and time management skills; strong and effective multitasking skills. Accuracy and attention to detail is important as well as flexibility to meet the evolving needs of the department in a fast-paced work environment.
- Strong ability to maintain confidentiality and maintain excellent professional boundaries with constituents.
- Ability and desire to work with various constituents of diverse backgrounds.
- Demonstrated ability to exercise appropriate judgment with tact and diplomacy both under normal and stressful situations. Must be able to maintain appropriate composure and professionalism when faced with escalated situations.
- Emotional resilience and ability to remain calm and professional in high-stress situations
- Demonstrated solutions-based approach to problem solving in an effective, efficient and timely manner. Ability to be creative and show initiative. Self-starter. Ability to de-escalate issues.
- Ability to follow Agency Policies and organize required activities according to Samaritan House policies, procedures and best practices which include any related federal, state, or local agency requirement.
- Clean driving record- ability to get to and from job sites within the Agency as assigned.

PHYSICAL REQUIREMENTS AND BACKGROUND CHECK

References will be conducted by Samaritan House prior to employment. All employees will undergo formal criminal record background checks. You must have the physical, visual and auditory ability to perform the essential functions of the job, ensure a safe/secure work environment and respond to any emergencies with or without reasonable accommodations. Work involves occasional travel. Regular and repeated use of motor coordination and hand motions for computer data entry and writing. Extended periods of sitting. Must be able to focus on single or multiple subject matters for extended periods of time. Candidate should have the physical ability to occasionally lift and/or move items (approximately 20 lbs.). Occasional sitting, walking, carrying, reaching, speaking, listening for extended periods of time. This position will require the usage of a mobile device or other assigned equipment, which will be provided.

ESSENTIAL FUNCTIONS OF THE JOB

1. Provide high-quality service to clients, showing compassion and professionalism at all times.
2. Conduct initial intakes and comprehensive assessments to determine client needs and eligibility for services.
3. Develop individualized and effective case plans that support both immediate and long-term client goals.
4. Support clients in reaching their case plan goals by identifying appropriate resources and removing barriers to success.
5. Address emergency problems, including issues related to housing, income, health care, and transportation.

6. Provide crisis intervention, as well as short-term and intermediate counseling when needed.
7. Regularly review and monitor client progress toward their goals, acting as an advocate and liaison when necessary.
8. Assist clients with completing forms, writing letters, accessing documentation, and translating as needed.
9. Work with the Associate Director to develop and implement a comprehensive and strategic case management program.
10. Manage client case files efficiently and compliantly, ensuring files are closed out properly and maintained according to all federal, state, local, and agency standards.
11. Enter client data into required systems (e.g., HMIS, CORE) promptly and accurately.
12. Prepare and submit weekly, monthly, quarterly, and annual statistical reports.
13. Analyze data and reports to evaluate the effectiveness of client interventions and case plan strategies.
14. Address and resolve client concerns professionally, involving the supervisor as needed.
15. Support and collaborate with clients, team members, volunteers, and interns.
16. Provide input and assist in developing or updating policies and procedures related to case management.
17. Attend staff meetings, trainings, case management meetings, and community meetings as assigned.
18. Complete and submit incident reports within 24 hours of any reportable occurrence.
19. Ensure data quality standards and compliance requirements are consistently met.
20. Maintain professional conduct in all interactions with clients, staff, partners, and community members.
21. Serve as a resource and mentor to team members by assisting with client debriefs and offering guidance in coping mechanisms and resiliency strategies.
22. Provide intensive, ongoing case management for clients who are not in immediate crisis but require structured, long-term support.
23. Collaborate with clients to identify personal strengths, challenges, and priorities to inform case planning.
24. Help clients set achievable personal goals and objectives that promote long-term stability and independence.
25. Provide consistent guidance, encouragement, and structured accountability to help clients stay on track.
26. Maintain a manageable caseload of approximately 20 clients, adjusting when needed based on complexity and agency capacity.
27. Perform other duties as assigned.

HOW TO APPLY

Interested candidates for this position will be required to submit a cover letter and resume to:

SAMARITAN HOUSE HR Specialist/Recruiter
 4031 Pacific Blvd. San Mateo, CA 94403
 E-mail: jobs@samaritanhousesanmateo.org Via facsimile: (650) 294-4336

No phone calls, please! Samaritan House is an equal opportunity employer. Because of the volume of applications Samaritan House receives, we regret we are not able to respond to every applicant individually. If your skills and experience are a good match for this position, we will contact you for an interview.

ACKNOWLEDGMENT

Please sign below in acknowledgment that you have received and understand the job description of Success Coach

 Employee Signature

 Date

Supervisor Signature

Date

Vice President of Human Resources Date