

## **Water Street Mission Job Description Clinical Life Coach Supervisor**

### ***Summary:***

A Life Coach Supervisor will work with life coaches to model and train how to serve Guests, particularly those suffering with mental illness, as they progress through a personal plan for renewal. The Clinical Life Coach Supervisor will work cooperatively with other staff to ensure the proper functioning and support of the Residential Ministries Department and the WSM organization.

***FLSA:*** Exempt

### ***Life Coaches must be:***

1. Willing to sign the Water Street Ministries' Statement of Faith
2. A current and active member and/or regular attendee of a local church.
3. Able to fully support the Water Street Ministries' core values and ministry philosophy.

### **Essential Duties:**

- Service to Guest:
  - Minister to clients, reflecting God's love for each individual, through a non-judgmental, grace filled relationship
  - Provide mental health consultation for the clinical management of all guests involved in Shelter, Residential, and Transition
  - Manage all guest mental health crisis from onset to safe handoff through direct interaction with guest, or remote coaching of staff
  - Ensure all relevant clinical information is up to date on all guests, including introducing genograms and other clinical background tools to help treatment team to have a holistic picture of each guest
  - Develop and provide clinical resources, behavioral interventions and trainings for staff and guests as needed
  - Work collaboratively with department administrators and staff for the coordination of guest care
  - Facilitates all aspects of Guest care: Status change, crisis calls, conflict resolution, discharge planning, and movement from Shelter to Residential to Transition
  - Participate in treatment planning meetings
  - Meets with Guests to support their personal plan for renewal and spiritual direction
- Leads a team of life coaches,
  - Providing supervision, modeling and training on the culture and expectations of the role
  - Builds & promotes Team Morale
  - Motivates others to Perform Well
- Schedule, train & providing mentoring and leadership to volunteers
- Cover "on-call" for assigned weekends & holidays
- Maintain accurate Guest information including reporting, and data management
- Performs all other duties as assigned

### **General Responsibilities:**

- Develop Solutions to Challenges
- Effectively Collaborate with other Departments
- Flexibility & willing to adapt to New Circumstances
- Delivers on Expected Tasks without requiring follow-up

- Offers opinions constructively & meets team commitments
- Assesses Problems accurate being alert to potential problems
- Follows Appropriate Chain of Command when Problems Arise
- Manages unanticipated stressful events and responds effectively
- Gathers pertinent information before making decisions.

**Relevant Competencies:**

Adaptability	Coaching	Conflict Management
Customer Orientation	Delegating	Developing Others
Fostering Teamwork	Leadership of Groups	Managing Change
Oral Communication	Problem Analysis	Providing Motivation
Strategic Thinking	Thoroughness	Written Communication

**Education/ Experience:**

A Master’s degree and clinical licensure are required. At least 10 years experience working in the mental health and/or addiction recovery fields. Five years supervisory experience preferred. Competency in Microsoft Office products, computer databases and email is essential. Agreement with the philosophy of Water Street Ministries. Spanish speaking is an asset

**Equipment:** Office equipment

**Supervised by:** Director of Residential Ministries

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. While performing the essential functions of this job the employee is regularly required to stand, walk, or sit and use hands to finger, handle, or feel, and is occasionally required to lift and/or move up to 30 pounds. Will require weekend and evening availability.

**Christian Life:** As an employee of Water Street Rescue Mission you are an important member of a Christian Missionary organization. All staff members are Christian missionaries and are required from time to time to participate in chapel services, outreach ministries, or counseling sessions. Because of the nature of these types of ministries it is an absolute necessity that you possess and maintain a testimony or lifestyle that is above reproach. What you do on your own time may seriously affect your ability to perform these types of ministries, which are an important part of your job.