

## **Intensive Case Manager/Life Coach Position Description**

Intensive Case Managers/Life Coaches are primarily responsible for helping to reduce gun violence in the City. Intensive Life Coaches are assigned to work with the young adults in the City who have been identified as being at very high risk of being involved in gun violence. Life Coaches work primarily with young men age 18-35; who have extensive criminal justice involvement; are members of gangs/crews; and have been shot before and/or have close friends who have been shot recently. Life Coaches are expected to establish trusting relationships with their clients and spend significant time with their clients helping them mitigate their risk factors and eventually connecting them to services, supports, and opportunities. After establishing positive and trusting relationships with their clients, Life Coaches use their influence to help clients make better decisions, including desisting from violence.

Life Coaches are expected to work enthusiastically and professionally at all times.

### **Intensive Case Manager/Life Coach Duties:**

- The Life Coach's main responsibility is to help reduce violence in the City.
- Make immediate contact with each referred client once assigned by their supervisor. Contact must be made no later than 24 hours after assignment.
- Conduct outreach in the community to locate individuals identified as very high risk in order to engage them and enroll in Intensive Life Coaching services.
- Have an in-person connection with each new client within 48 hours of being assigned.
- Have an initial sole focus on establishing a positive and trusting relationship with each client. Simply spending in-person time with your client should be the initial focus.
- Develop Life Plan (case plans) with each client.
- Maintaining a positive relationship is the primary Life Coaching duty while also beginning to connect clients to needed services once they are willing and ready.
- Use your positive and trusting relationship with each client to begin to influence their decision making in order to improve their outcomes.

- Use the City's incentive program to provide stipends and other incentives to clients to reward their achievement of milestones in the Life Plan and to support their continued engagement.
- Maintain consistent contact with each client on the case load in compliance their phase:
  - Phase One: First 1-4 months on case load: Daily communication, 3x per week in-person contact
  - Phase Two: 4-7 months on case load: Daily communication, 2x per week in-person contact
  - Phase Three: 7-18 months on case load: Daily communication, 1x per week in-person contact
- Document case management efforts, update individual case files, and make all required entries into the data management system.
- Attend all mandatory and necessary meetings and trainings, including weekly staff meetings, your team meetings, Case Conferences, and all other meetings and trainings.
- Follow all directions and guidance from your supervisor.

**Basic Qualifications:**

- A background and understanding of the population served, having a similar lived experience as the clients to be served.
- Willing and able to navigate challenging neighborhoods, people, and families.
- Having the passion and the patience necessary to serve hard to reach individuals and communities.
- Knowledge of the dynamics of the city's violence problem.
- Knowledge of the groups and individuals who are driving most of the gun violence.
- Administrative skills to enter data into a case management system, including writing case notes.
- Willingness to learn and be trained in an effective gun violence reduction strategies as well as professional development.