



# CARE COACH

## JOB DESCRIPTION

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### OVERVIEW

As a member of Dorothy's House staff, you will have the opportunity to leverage your personal experience and your compassion for others to help participants navigate their own life journeys during restoration. Our staff is a tight-knit community with diverse backgrounds but sharing one common goal: making a tangible difference to restore the lives of the people we serve.

Our approach to restoration leads with care, compassion and confidence. The responsibilities associated with this approach and the overall impact are constantly evolving and we strive to remain adaptable in a fast-paced setting. That being said, safety is our top priority for our participants. While you will have the opportunity to grow and evolve within your role, our program remains structured to drive lifestyle changes, which requires boundaries and rule enforcement.

Communication, respect, adaptability and connectedness are core to what we do every day to remove barriers and create a tangible difference in the lives of survivors of human trafficking, exploitation and prostitution. Communication is crucial to effectively strengthen controllable circumstances within a fluctuating environment. We support and respect each other and our mission in order to maintain a united front when supporting our participants.

It takes support, a safe space, resources and empathy to recover a life interrupted by human trafficking, exploitation and prostitution.

That's us. That's Dorothy's House.

### SUMMARY OF OVERALL ROLE AND RESPONSIBILITIES

The Care Coach is an extension of a Care Team designed to ensure the schedules of the home are met while supporting the participants in those routines.

#### A successful candidate will:

- Have sufficient life experience/skills to be a guide to participants in the home.
- Possess strong written and verbal communications skills to build relationships with participants and effectively keep staff up to date on evening/weekend routines.
- Be able to show compassion, maintain specific personal boundaries and hold participants accountable for their actions.

- Work **with** the participant not **for** them or on their behalf, while holding them accountable to goals and expectations
- Have a personal support network and coping skills to be effective in an environment with complex trauma
- Make evident in your interactions that you expect the participant to assume responsibility for themselves.
- Listen actively and reflect what you hear back to the participant.
- Identify individuals' strengths and utilize them to promote hope, motivation, and action.
- Continually evaluate that your understanding of the participant's experience is consistent with the participant's.
- Previous experience in education, or an environment with trauma survivors, addiction treatment, and/or mental health counseling and support is helpful but not required.
- Be willing to help with household tasks as part of the teaching (cooking, chores, etc.)
- Must be over 21, possess a valid driver's license and insurance, have the ability to maintain those items successfully throughout employment, and be willing to drive agency vehicles to transport participants as needed.

## Roles and Responsibilities

Manage the logistics of a household with supporting staff and volunteers. Duties may include but are not limited to:

- Maintain participants' daily schedule with multiple activities throughout the shift
- Food preparation/clean up
- Distribution of medications to participants
- Supervise chores and special projects
- Transportation of participants to outings, medical/social service, group events, etc.
- Maintain structure and discipline as required and appropriate, along with corresponding rule infraction documentation
- Model appropriate behavior and relationships to encourage positive practices of life
- Document each participant's progress including all necessary documentation at the end of each shift
- Support visiting volunteer logistics and care routines as appropriate
- Coordinate 3rd party services to facilitate goal achievement
- Use Dorothy's House assessments and tools to help participants identify and structure goals
- Establish ongoing relationships with participants to support goal achievement across our program phases.
- Attend scheduled staff meetings

**Starting pay:** \$16.00/hour

**Work Schedule:** Wednesday- Saturday shifts or  
Sunday-Wednesday shifts  
Approx 31 hours/ week

