



Hispanic Unity of Florida Job Description

Job Title: Success Coach of the Family Strengthening Program
Reports To: Program Manager
Classification: Non-Exempt, Full-Time Employee

CHANGE LIVES AND MAKE A DIFFERENCE!

At Hispanic Unity of Florida (HUF), we change lives every single day – in small and big ways. If you want to join an exceptional organization that works tirelessly to ensure that everyone is empowered to live their American dream, please continue reading.

It is imperative that all applicants share in the HUF values as it serves as the foundation for how we treat each other, our clients, our funders and everyone we come in contact with. Those values include but are not limited to: *Integrity, transparency, respect, dignity, accountability, diversity, and cultural awareness, commitment to excellence, collaboration and teamwork.*

About the job:

Success Coach (SC) is responsible for providing initial assessments to identify risks and protective factors as well as developing a Family Nurturing Plan with each family. The SC will facilitate training sessions, case management services, follow ups and ongoing meetings with each participant to ensure the achievement of program goals. The Success Coach will facilitate make up sessions and will work with program staff and participants to prepare Family Building Events. This is a full-time position to facilitate the Nurturing Parenting Program (NPP) curriculum as well as setting meetings with participants during the week, weekends and/or evenings. The success Coach must have the ability to work evenings and/or weekends as needed by contract and program.

Success Coach Essential Duties:

- Work with each participant to create a “Family Nurturing Plan” to set and reach their goals. The SC and participants will mutually define tasks, clear timelines and description of roles and responsibilities.

- SC will guide each participant in overcoming challenges: developing skills and strategies for dealing with pressing issues
- Conduct Pre and Post assessments utilizing the Psychosocial Assessment and Adult-Adolescent Parenting Inventory-2 (AAPI-2).
- Enter the data of the Adult-Adolescent Parenting Inventory-2 (AAPI-2) in the NNP-Nurturing Parenting Program System.
- Support developmental and social-emotional screenings using the Ages & Stages Questionnaires, including documentation of next steps and follow-up. Complete other required assessments with the families.
- SC will refer for services internally and/or externally as needed and will ensure coordination and continuity of service, giving families opportunities to develop nurturing competences.
- Keep confidentiality of all client records.
- Prepare and maintain all required documentation in the file updated as required by HUF and funder.
- Aid in program growth by providing feedback to management staff on families' responses to the program.
- Schedule and Facilitate make up sessions.
- Perform related duties as needed.

Facilitator Essential Duties:

While the Parent Facilitator is absent:

- Facilitate the Nurturing Parenting curriculum.
- The SC will lead dynamic training sessions and family building/bonding events.
- Maintain training session data, including attendance rosters, evaluations, and other reporting documents as needed.
- Encourage participants to seek "one-on-one" case management sessions to provide necessary support and direction.
- Prepare and maintain all required documentation in the files and keep them updated as required by HUF and the funder.
- Attendance and participation to all Family Strengthening Education planning meetings and additional training sessions as needed.
- Keep confidentiality of all client records.
- Perform other related duties as needed.

Key Performance Indicators:

Units: Success Coaches shall complete at least 97% percent of the total case management and in home units in the CSC contract.

Quarter 1 (October – December) = 25% of the total case management and in home units should be completed.

Quarter 2 (January - March) = 25% of the total case management and in home units should be completed.

Quarter 3 (April - June) = 25% of the total case management and in home units should be completed.

Quarter 4 (July - September) = 25% of the total case management and in home units should be completed.

Qualifications and Job Requirements

- The ideal candidate shall have a bachelor's degree from an accredited institution in Social Work, Education and/or Human Services or related field is preferred.
- Candidates who have an Associate's degree or enough relevant job experience doing case management can be considered. Minimum of 1 year of case management experience and working with families is recommended.
- The candidate must be willing to earn The NPP certification.
- The candidate must be fluent in English and Spanish (written and spoken) and possess strong communication, organizational and problem-solving skills, attention to detail, and have the ability to prioritize multiple tasks.
- Demonstrated ability to work effectively with diverse families and communities.
- Ability to work effectively in team environments, positive attitude and handles sensitive and confidential information with maximum discretion.
- Proficiency in Word, Excel, Outlook and Power Point.
- Ability to travel independently with possession of a valid Florida driver's license and insurance. (Proof Required).
- Position requires background clearance.

Hispanic Unity of Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read my job description and understood my responsibilities.

Employees Signature _____ Date: _____

Supervisor's Signature _____ Date: _____

Title: _____

“This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice”.

Updated March 2026: