

Coach

Job Summary

We are growing once again! Strongest Families Institute (www.strongestfamilies.com) is a rapidly growing charitable organization, powered by its people – and more importantly, it is piloted by talented, customer-focused individuals who value integrity, innovation and quality. We are looking for polite, hard-working candidates who want to build a rewarding career, with great benefits and opportunities for advancement, in a dynamic and collaborative work environment. We are a family that continues to grow. We deliver mental health care to children, youth and families, from a distance using educational materials and telephone support from a non-professional 'coach'. Coaches work with children, youth and families to discuss the material, problem solve and provide support.

Duties and Responsibilities

- to provide effective telephone support to parents and families based on specified protocol regime delivery, following a telephone script,
- to teach evidence-based skills with the parent/child, problem-solve and provide encouragement during weekly telephone contact,
- to ensure that continuity of care is delivered to clients as per Strongest Families' protocol procedures,
- to administer semi-structured interviews/questionnaires as needed, following a telephone script and protocol,
- to ensure that clients are serviced in a timely manner,
- to maintain a flexible working schedule to ensure coaching services are offered at convenient times to the family (i.e. days, evenings, late nights, weekends),
- other duties as assigned,
- French first language is an asset.

Reports directly to a Supervisor with oversight by the Program Manager. The successful candidate will have outstanding interpersonal and organizational skills and a great team player. An undergraduate degree is preferred; experience working with children and youth an asset.

Location: Lower Sackville, Nova Scotia

Please apply to: info@strongestfamilies.com

Attention: **Elizabeth Hines, Senior Program Manager**