



**LEAD PROSPERITY COACH (Lead Case Manager)**

<b>Reports to:</b> Program Manager	<b>Pay:</b> \$55,000 - \$75,000 \$26.04 - \$36.05 per hour	<b>Employees to be supervised:</b> 1-3 Employees
		<b>Status:</b> Salary – Exempt
<b>Location:</b> Canoga Park, CA or Van Nuys, CA	<b>Work Hours:</b> 8AM - 5PM, Monday - Friday Some evenings and weekends required.	

At NEW, we spark economic mobility. Using our transformative approach we connect people, communities, and families to their own sense of power and resiliency. We implement a holistic approach in all we do, from addressing a family’s basic needs, like finding a stable and safe place to live, to supporting more ambitious plans, like purchasing a home or starting a business.

As an organization we respect and honor all families, communities and cultures. We encourage innovation and “thinking outside the box”, and we expect all employees to connect, create, and celebrate by being authentic, bold, engaged and transformational.

**Position Summary:**

The Lead Prosperity Coach oversees intensive services programming, and is responsible for leading, directing, developing and implementing a family case management system that promotes self-sufficiency and economic mobility for families residing in the City of Los Angeles. Case management is an essential part of NEW’s Economic Mobility Centers, and for that reason, the Lead Prosperity Coach plays a vital role in ensuring quality of service from a micro to macro level. The Lead PC must demonstrate a comprehensive understanding of programmatic goals and objectives, and ensure that the case management team meets or exceeds communicated performance expectations. All New Economics for Women staff must understand the organization's purpose, vision and objectives, be knowledgeable of services and resources, and engage in the following activities: outreach, intake/assessments, referrals, and customer follow up. As an ambassador for the organization, this person is also responsible for actively supporting the overall mission and vision of NEW.

**Duties and Responsibilities:**

- Oversee and supervise a holistic, strength-based family case management component that is in line with NEW’s mindset.
- Supervise the day to day activities of Prosperity Coach and Navigator positions.
- Supports the Program Manager in overseeing and directing the day to day functions of Intensive Services.
- Provide direction, support, and guidance to all intensive services staff, in-house and co-located.
- Develop a systematic approach for disseminating caseloads to case management staff based on the initial assessment of the client.
- Effectively manage a caseload of the hardest to serve clients.
- Facilitate Support Groups
- Facilitate Workshops
- Provide staff training on relevant issues, including but not limited to confidentiality, mandated reporting, and other relevant issues.
- In collaboration with Program Manager, review and approve all recommended referrals by case management staff, particularly those referred for mental health and/or substance abuse counseling
- Meet with the intensive services staff to discuss and review individual cases and to provide general direction.



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- Ensure that all Case Managers are maintaining complete, accurate and confidential client files with adequate follow-up.
- Track and report Intensive Services performance data and outcomes to the Program Manager.
- Work closely with the Program Manager and other networks to enhance the services and referrals of program participants.
- Be knowledgeable of programs vision and outcome goals.
- Facilitate the implementation of intern service learning opportunities.
- Other duties as assigned.

#### **Qualifications and Experience:**

- Master's Degree in Social Work is required
- Willingness to support the development of University level interns. Experience supervising graduate interns preferred.
- Minimum two (2) years of experience as a Case Manager, either with a governmental or other non-profit organization.
- Experience must include the management of a substantial participant caseload and the supervision of case management staff.
- Must have a thorough knowledge of laws, regulations and guidelines related to confidentiality.
- Minimum 2 (two) year experience in administering grant funded programs.
- Must have excellent oral and written communication skills.
- Experience working in a collaborative
- Residency in and /or familiarity with the target area and its cultural diversity is a plus.
- Excellent knowledge of word processing tools and spreadsheets (MS office word, excel, access, etc...)
- Working knowledge of office equipment and computer hardware and peripheral devices
- Detail-oriented.

#### **Additional Requirements:**

- Must have a valid California Driver's License, Liability Insurance, and an automobile in good working condition
- Fingerprinting and TB Clearance
- CPR/First Aid Certification is a plus
- Flexible with working hours, including evenings and weekends
- Fluent in Spanish is a plus

**Apply via e-mail or website only**

Submit your resume with a cover letter:

**Via Website:** <https://neweconomicsforwomen.org/our-job-openings/>

**Via E-mail to** [hr@neworg.us](mailto:hr@neworg.us)

*(Please ensure to include the position you are applying for on the subject of your e-mail)*

For additional information you may contact Human Resources:  
303 S Loma Drive, Los Angeles, CA 90017 | (213) 483-2060 Ext-311  
E-mail [hr@neworg.us](mailto:hr@neworg.us)

Stay Connected:



*New Economics for Women*®

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Learn more about us at: [www.neweconomicsforwomen.org](http://www.neweconomicsforwomen.org)

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EQUAL  
OPPORTUNITY  
EMPLOYER

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