

Job Description

United Way of South Central Tennessee

Job Title: Launch Point Success Coach
Reports to: Launch Point Coordinator
FLSA Status: Regular Full-Time Exempt, Grant-Funded Position
Date Revised: May 5, 2026

POSITION SUMMARY: The Success Coach works one-on-one with a participant in a collaborative process to help identify and achieve goals. A Success Coach strives to serve the client, keeping the participants in the driver's seat, and being aware that clients are the experts on their own strengths and perceived challenges ahead. Success Coaches are just one member of the team that includes financial counselor and other support systems identified by the Launch Point program. The Success Coach is often-times the primary contact for the client and is responsible for enrollment of participants into the program. The Success Coach will be responsible for obtaining all necessary signed documents to establish eligibility, assessing client needs, guiding clients in goal setting around core areas of service, referring client to needed partners or providers in the community, and updating progress in the shared database until the client exits the program.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Maintains a caseload of 15-25 clients enrolled into the program at a given time.
- Provides direct services to Tier 1 and Tier 2 participants in the TDHS Fatherhood program and supports monthly Tier 1 events as assigned by supervisor through grant term.
- Provides holistic and comprehensive services to all participants including intake assessments, goal setting, long-term action plan development, progress monitoring, budgeting, advocacy and referrals.
- Meets with clients on a monthly basis for up to 18 months on average. During the first 3 months most follow-up meetings should be held in person, when possible, rather than over the telephone.
- Connects clients with needed and available community resources. Follows up with participants and agencies as appropriate to document use/success of referral.
- Inputs accurate and complete data for all interactions with participants into client database.
- Ensures that all documents submitted on behalf of a participant are valid.
- Communicates regularly with Launch Point Coordinator and other support systems as needed. Participates in regular staff meetings, staff training programs,

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supervisory sessions, and accepts responsibility for developing a cohesive and positive team culture.

- Assists in maintaining meaningful relationships with partnering organizations including landlords, churches, employers, volunteers, and local businesses.
- Actively makes efforts to seek out and meet with other local community resource partners that could informally collaborate with Launch Point to provide additional services and supports to those participating and makes recommendations to Launch Point Coordinator.
- Adheres to agency policies, procedures, and professional code of ethics.
- Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

None

EDUCATION AND EXPERIENCE:

- Bachelor's degree in Social Work or a related field
- Coaching and/or counseling experience and demonstrated interest in working with persons experiencing poverty
- Knowledge of community resources and counseling/coaching/social work practices

OTHER SKILLS:

- Excellent documentation skills.
- Ability to guide and motivate others toward achieving goals.
- Ability to convey non-judgmental and open personal qualities with a clear sense of boundaries.
- A strong sense of and respect for confidentiality concerning participants and fellow employees.
- Ability to work in a variety of settings with culturally diverse families and communities with the ability to practice cultural humility.
- Ability to interpret the Launch Point program to the community in a positive manner.
- Ability to build relationships internally and externally through communication efforts with other team members and the community partners.
- Demonstrates credibility in all interactions and demonstrates the ability to effectively build a network of contacts and resources that would benefit the program clients.
- Creates and maintains high performance standards that capitalize on opportunities to build support by developing relationships that drive results.
- Ability to effectively communicate through oral, written and technological means; actively listening and expressing oneself clearly, to ensure those that need specific

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- information acquire it; plan and deliver communication that makes an impact and persuades the target audience.
- Plans work and carries out tasks without detailed instructions; makes constructive suggestions; prepares for problems or opportunities in advance; undertakes additional responsibilities; responds to situations as they arise with minimal supervision.
 - Displays emotional resilience and the ability to withstand pressure on an on-going basis. Deals with difficult situations while maintaining performance. Seeks support from others when necessary and uses appropriate coping techniques.
 - Works collaboratively with others to achieve goals and objectives. Continually tries to improve team effectiveness. Holds self and others accountable for team performance. Motivates and encourages all members to work together in order to achieve maximum results. Supports team decisions and puts team goals ahead of own goals. Effectively interacts with others.
 - Possess a valid driver's license. Ability to operate a motor vehicle and provide own transportation.
 - Ability to speak, read, and write in English.
 - Regular work attendance.

WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is required to stand, walk, sit, use hands to feel objects with tools or controls, reach with hands and arms, talk and hear. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

*The above statements are intended to describe the general nature and level of work being performed by individuals in this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills of personnel so classified.

Kristen Swann
President and CEO

Date

Employee Signature

Date

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