



Emerge Mothers Academy (EMA) is a 501c3 nonprofit organization in the Twin Cities, MN. We offer single mothers a wraparound array of social supports to help them grow as women and mothers as they lead their households. Our team works alongside moms from enrollment to service coordination, to involve each mom in meaningful groups, trainings, and classes to increase stability and independence for these mom-led families.

Job Title: Enrollment & Services Coordinator, at EmERGE Mothers Academy (EMA)

Reports to: Executive Director

Supervises: Volunteers related to position

Salary/Wage: Hourly (starts at \$25-\$27/hr DOQ)

Position: Part time, 10 to 28 hours/week depending on weekly client enrollments and ongoing clients, includes occasional evenings and weekend events

Benefits: phone line reimbursement, SEP-IRA for qualifying employees

Position Overview

The Enrollment & Services Coordinator will have direct contact with EMA clients. The primary roles of this position include consistent client interaction, documentation, administration of client records, and ongoing client advocacy. The Enrollment & Services Coordinator will collaborate with other staff and services provided to ensure the client is receiving optimal physical, psychosocial and emotional care. This staff person receives clients in a calming and supportive manner without judgment or condemnation. In addition to tending to enrollments carefully this person must be diligent in following through with each client. This person must keep accurate and quality records and follow through on administrative tasks (ex. data collection) needed for the organization to run smoothly. This position will also assist with other duties and responsibilities to facilitate the flow of client services provided.

Key Responsibilities

- Provide client with welcoming enrollment and maintain accurate records
- Depending on qualifications and experience, may offer education and life skills training to promote independence and confidence in each client
- Passionately promote wellness to improve quality of life for clients
- Assist in or appropriately connect client with life skills development & goals
- Facilitate clients' involvement in services
- Network with relevant agencies that may be used for referral
- Actively engage with clients
- Collaborate with staff to ensure optimal care and continuity for the client
- Develop and maintain professional relationships with all staff

- Adhere to confidentiality by protecting client information - both verbal and written
- Accurately complete all paperwork in a timely manner
- Recruit, orient, train, support and encourage volunteers in your area
- Keep accurate records
- Keep accurate time & employee records
- Compile statistics or reports as requested by Executive Director
- Assist with other responsibilities related to client care as requested by Executive Director

Qualification Requirements

- Related education (ex: social work, human services, public health, etc)
- Previous experience relevant to position
- Background checks are clear

Skills/Abilities Required

- Uphold core mission and values of Emerge Mothers Academy
- Excellent listener
- Clear verbal and written communication
- Maintain current knowledge of adult learning options & local referrals
- Adaptable to individual client needs
- Act with integrity and compassion
- Dependable, stable and capable of following through on commitments
- Treat all clients, staff & volunteers with respect and confidentiality
- Act with a warm, welcoming, caring, nonjudgmental spirit toward others
- Possess effective reasoning and problem-solving ability
- Fiscally responsible and facilitate efficient use of resources
- Maintain sufficient supplies required for services provided in this position
- Participate in staff/team meetings
- Excellent follow-through
- Take initiative to expand & deepen our impact for clients
- Work in an efficient and organized manner
- Detail minded
- Think and work independently and as a team member
- Computer proficiency in word processing, data entry and internet use
- Flexible and adaptable to change
- Effectively prioritizes, multi-task and manage high levels of stress
- Promote and support a positive organizational culture and cooperative environment
- Seek ongoing training and education to maintain competence pertinent to role

- Strive for improvement in any area(s) identified in performance evaluation
- Senses a connection to the mission at Emerge Mothers Academy in this position
- Comply with all policies and procedures of Emerge Mothers Academy

To apply, send a paragraph of introduction and professional resume to Becca Erickson via email at Becca@emergeTwinCities.org