



## HEAL NC Success Coach

### About HEAL NC

HEAL NC is designed to empower parents to overcome trauma and toxic stress, which can lead to life challenges such as:

- Involvement with Child Protective Services
- Substance use
- Mental health concerns

What makes HEAL NC different? Each participant works with a Success Coach who is a certified Peer Support Specialist. We use evidence-based tools to teach the skills needed to achieve everyday wellness and build the life they want. By expanding clients' toolbox, we help them deal with the stress of raising a family and parenting young children (ages 0 to 6).

Funded by The Duke Endowment, HEAL NC is a partnership of WAGES and the NC Community Action Association. This grant-based position is funded through June 2026 and quite possibly longer.

### Job Description:

The Success Coach implements key aspects of the HEAL NC program, providing case management and other resources. This position provides education about Adverse Childhood Experiences (ACEs) and how resiliency skills can help people of any age overcome the long-term effects of trauma; staff training will be provided. The Success Coach will also identify community partners that could benefit participant families. Ultimately, this role will be on the leading edge of a new, evidence-based model that may well become a gold standard for peer support programs.

The NCCAA is headquartered in Raleigh, NC, however the Success Coach will be based in Goldsboro, NC. This position reports to the Program Manager.

### Key Responsibilities:

The Success Coach will work closely with up to 25 families, each of which will receive a monthly stipend for their time and commitment. Duties include but are not limited to:

- Execute strategies to select, enroll, and prioritize participating families
- Track interaction with families and distribute monthly participation stipends

- Disseminate evidence-based ACEs programming to all families, promoting tools for resiliency and emotional regulation
- Provide comprehensive case management services around economic mobility
- Provide internal and external referrals to ensure holistic family needs are met (e.g., mental health, physical health, housing, transportation, childcare, education/training, employment, etc.)
- Keep detailed case notes of interactions with each family following the Head Start model
- Track children's attendance at Head Start and support the Center as needed
- Attempt to document services provided by other WAGES staff in and beyond Head Start, as well as external services that were referred by HEAL NC staff
- Help with coordinating and executing monthly parent engagement events
- Participate in ongoing program evaluation meetings
- Work with Program Manager/Evaluation team to make programmatic adjustments based on preliminary evaluation findings, as needed
- Earn and/or take part in relevant evidence-based certifications/training, as needed
- Other duties as assigned

#### Qualifications:

- Experience: A minimum of two (2) years of experience working with parents of infants and/or preschool age children
- Must have Peer Support Certification or be willing to obtain it with NCCAA support
- Experience with nonprofits, case management, and/or Head Start is preferred but not required
- Education: Bachelor's degree in social work, psychology, or related field; OR associate degree with two years of experience; OR four years of relevant work experience
- Willingness to flex and adapt to a pilot program in which guidelines may change
- Strong understanding of the challenges faced by low-income communities and experience working with Community Action Agencies or similar organizations
- Ability to establish rapport and work effectively with families
- Ability to listen deeply, speak persuasively, and motivate others to take positive steps
- Ability to read and interpret documents such as Head Start Performance Standards, Safety Rules, Operating and Maintenance Instructions, Scoring Checklists and Procedure Manuals
- Ability to create reports, correspondence, and complete data entry effectively and accurately

#### Compensation

\$40,000 salary plus comprehensive benefits. Join us and enjoy a supportive team environment. We plan to expand in future years, so there may be room for growth

#### Certificates, Licenses, Registration

Valid North Carolina driver's license

Drug Testing & Background Check

Applicants being considered for hire must pass a drug test before beginning work or receiving an offer of employment. Refusal to submit to testing will result in disqualification of further employment consideration.

As a condition of employment, the candidate must undergo a criminal conviction investigation. Conviction(s) revealed through the background check may not necessarily result in a bar to employment. All convictions are evaluated on a case-by-case basis, considering the nature and gravity of the conviction, time elapsed since the conviction, and job-relatedness.

#### Physical Demands & Working Environment

The duties of this job are regularly performed in a normal office environment. This position generally works 40 hours per week with occasional evening or weekend hours. Periodically, the employee may work remotely and be expected to meet outside the office and coordinate events at other locations. The employee is expected to meet the physical demands to perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

General: This job description covers the general nature and level of work performed by the employee assigned to this position. The employee may have to perform other job-related duties as requested by the Executive Director. All requirements are subject to change over time, and to possible modification to reasonably accommodate individuals with a disability.

Notice of Nondiscrimination: The NCCAA is committed to equal opportunity for all persons without regard to sex, age, race, color, religion, creed, national origin, marital status, disability, or sexual orientation, and any other class of individuals protected from discrimination under state or federal law. It is the policy of the NCCAA to follow all federal, state, and local laws and regulations about equal opportunity. In keeping with that policy, NCCAA is committed to maintaining a work environment that is free of unlawful discrimination and harassment. So, NCCAA will not tolerate unlawful discrimination against or harassment of any of our employees or others present at our facilities by anyone, including any supervisor, coworker, vendor, client, or customer of NCCAA.

#### How to Apply

Interested professionals should provide their resume and a cover letter by email only to [peg.morrison@nccaa.net](mailto:peg.morrison@nccaa.net). The position will remain open until it is filled.