



# Resource Integration Coach

## Job Description

Department: County Administration  
Position: Career Service  
Grade: 719  
Supervisory: No  
Reports to: Human Services Manager

### Summary

Under general guidance and direction of the Human Services Manager, coordinates closely with the Human Services team to deliver comprehensive and integrated services to families. Provides resources and support to help families overcome systematic barriers and achieve long-term economic stability. Incumbents in this classification meet families in various community settings and provides tailored support to help access vital resources such as housing and employment.

### Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Serve as the primary contact for families entering the Integrating Community Assets and Networks (ICAN) program; establish trust-based relationships to support journey out of poverty and connect participant with ICAN partners.
2. Collaborate with families to assess their needs, goals, and challenges; create individualized support plans tailored to individual family circumstances.
3. Work closely with local resource teams to connect families to essential resources such as housing, employment, financial assistance, health care, and educational opportunities; ensure comprehensive, integrated services from various providers to minimize service duplication.
4. Collaborate with the ICAN management, Business Community Liaison (BCL) and Data, Outcomes, and Compliance (DOC) Specialist to execute the ICAN initiatives and provide seamless support to families.
5. Provide trauma-informed emotional support to families; promote resilience in families as they navigate periods of crisis, stability, and economic growth.
6. Track family progress, adjust Family Resilience Plans (FRP) to ensure families stay on course toward long-term stability and economic mobility, as needed.
7. Meet families in libraries, community spaces, or other environments working without a traditional office setting; set up a home office for administrative tasks using provided necessary equipment.
8. Maintain accurate records, complete eligibility paperwork, and ensure accurate data entry into databases to track family progress and outcomes.

### For Office Use Only

Job Code: 5200  
Job Title: Resource Integration Coach  
FLSA: Non-Exempt  
Effective Date: 2/15/2025  
Public Safety: No

Worker's Compensation: County  
Background Level: I  
Safety Sensitive: No  
DOT: No  
ML: Individual Contributor

9. Stay updated on available resources, both local and national, and foster positive relationships with resource providers and community organizations.
10. Provide follow-up support and assistance to clients and families to ensure long-term success, as needed.

### **Knowledge, Skills, and Abilities**

- Knowledge of local resources, including social services, government programs, and community organizations
- Knowledge of effective goal setting strategies and techniques
- Knowledge of various needs assessment techniques and tools
- Knowledge of coaching and mentoring principles and practices
- Knowledge of evaluation methods and metrics to measure program outcomes
- Skilled in problem-solving and analytical abilities
- Skilled in interpersonal communications, and problem-solving skills
- Skilled in networking skills to establish and maintain relationships with community organizations and resource providers
- Skilled in using hardware and software for word processing, data entry, tracking and managing reports
- Ability to help families thrive and adapt to changing circumstances in a dynamic environment
- Ability to understand and appreciate diverse cultures and backgrounds
- Ability to work remotely and flexibility, including meeting with families in various community settings to manage tasks
- Ability to prepare comprehensive case reports and statistics
- Ability to stay calm and maintain professionalism while working with people in diverse environments

### **Supervisory Responsibility**

This position has no direct supervisory responsibility but does serve as a coach and mentor for other positions in the department.

### **Work Environment**

This job primarily operates in a remote work environment with the flexibility to work from the office occasionally. When working from the office, the environment is professional, utilizing standard office equipment such as laptops, desktops, smartphones, photocopiers, shredders, and filing cabinets. Work may expose the incumbent to high stress situations including contact with the public and others in uncomfortable, confrontational, and emotionally charged circumstances. The incumbent may be required to drive Utah County owned vehicles in the course of conducting County business and must abide by the Utah County Vehicle Policy.

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**Physical Demands**

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.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. The employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file and lift supplies up to thirty (30) pounds. The employee regularly drives a motor vehicle.

**Position Type / Expected Hours of Work**

Incumbent must work forty (40) hours each week to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

**Travel**

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

**Required Education and Experience**

1. High School Diploma or equivalent.
2. Two (2) years of working with families in crisis and poverty, or social work, case management and community outreach experience.
3. Equivalent combinations of education and experience may also be considered.

**Preferred Education and Experience**

1. Preference may be given to applicants with personal experience navigating poverty, housing insecurity, or systematic barriers.
2. Preference may be given to applicants who are bilingual in English and Spanish.
3. Preference may be given to applicants with experience in job placement and housing assistance.

**Additional Eligibility Qualifications**

1. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
2. Selected applicants will be required to submit to a pre-employment drug screen and background check.

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**AAP/EEO Statement**

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

**Acknowledgement below to be completed after an offer has been extended and accepted.**

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee \_\_\_\_\_ Date \_\_\_\_\_

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