



ROLE DESCRIPTION

Role: Life Coach

DEPARTMENT: 24-Hour Adult Programs and Services *Homeless Services is the oldest ministry of City Gospel Mission (CGM). We exist to provide emergency housing and an opportunity for a life reset for people in need throughout the greater Cincinnati area. Our Life Transformation Services help people overcome challenges. This support is for life controlling situations including addictive behaviors.*

REPORTS TO: Lead Life Coach or Men's Program Director with dotted line to Women's Center Director.

CLASSIFICATION/ STATUS: Full-Time Exempt. The work is primarily conducted at our office located at 1805 Dalton Avenue, Cincinnati, OH 45214 and in the field working with program participants.

GENERAL STATEMENT OF DUTIES & RESPONSIBILITIES: Life Coaches serve as the primary transformational guides for participants enrolled in CGM's 24-Hour Adult Programs & Services. They will help participants build individualized action plans (IAP) based on the Seven Core Areas of Change and use the Life Coaching Model to help participants make progress. Life Coaches journey with participants through structured discipleship, holistic growth, and daily accountability, helping to ensure that they thrive physically, emotionally, relationally, financially, recreationally, educationally, and spiritually.

The Life Coach role integrates the tools of traditional case management (service coordination of housing, legal matters, employment, healthcare, benefits, etc.) combined with spiritual discipleship and relational mentorship. This method will help ensure that participants' immediate needs are addressed, and that longer-term life change has an opportunity to happen.

Life coaches also work closely with other site personnel. They will also engage with external treatment partners and internal partners like Modern Psychiatry and Wellness (MPW) Team regarding clinical matters. Their work is important to the process of achieving WINS. (*WINS is the methodology that City Gospel Mission uses to measure our impact on the physical, mental, social and spiritual lives of participants.*)

MAJOR POSITION RESPONSIBILITIES:

1. Conduct the work of life coaching in a manner that is aligned with the ministry's core values of being: Godly, builders of meaningful Relationships, Compassionate and focused on Positive Transformation for Ourselves and Participants in our Programs.
2. Transformational Relationship & Discipleship
 - Build intentional, Christ-centered relationships with participants, modeling authenticity, accountability, and compassion.

- Guide participants through the Seven Core Areas of Change content, (Physical, Emotional, Educational/Vocational, Relational, Financial, Recreational, and Spiritual.)
 - Provide spiritual mentorship including times of prayer and engaging with the Bible. Provide encouragement to attend church (which can build a faith-based community) and to worship God personally.
 - Help to provide a safe environment with consistent rhythms that will encourage transformation in both daily habits and longer-term growth.
3. Individualized Planning & Accountability
- Work with participants to develop an Individualized Action Plan (IAP) or Holistic Plan that includes the appropriate goals. Ideally these will include plans for discipleship, and life-stewardship goals. Life coaches will monitor progress against the goals.
 - Document participant progress, schedule reviews, and track outcomes using the WINS system to measure holistic growth.
 - Hold participants accountable for routines, classes, chores, group participation, and personal milestones as tied to their phase progression.
 - Elevate participant ownership of their journeys by teaching them to track goals, reflect on growth, and practice responsible decision-making.
4. Practical Coordination of Services
- Support participants in navigating key areas of need, including housing stability, medical and mental health services, legal issues, employment, and financial management.
 - Maintain accurate documentation and reporting required for compliance, funding, and best-practice standards.
 - Ensure participants receive timely assistance with applications, appointments, and referrals to internal and external partners.
 - Provide/coordinate transportation as needed to support participant care plans.
5. Program Engagement & Teaching
- Facilitate or co-lead classes and groups (recovery skills, life skills, Bible study, vocational readiness, health & wellness).
 - Represent the Life Coach perspective in family orientation meetings, community gatherings, and participant reviews.
 - Actively contribute to program development and improvement by providing feedback to leadership.
6. Behavioral & Crisis Intervention
- Intervene, as needed, during crises, behavioral concerns, or emergencies, ensuring participant and community safety.
 - Uphold and reinforce ministry principles and practices in a manner that promotes dignity, accountability and growth for participants.
 - Provide medication oversight and support in managing healthcare needs (as assigned by program protocols).
7. Volunteer & Community Partnership
- Work with assigned volunteers (who will be trained in the Life Coach Model) to extend transformational care, as applicable.

- Help to equip operational volunteers to serve participants with consistency and excellence, integrating them into discipleship and support activities.
 - Collaborate with churches, employers, and partner agencies to extend the participant's support network, as possible.
8. Provide complete, accurate and timely documentation. Many tasks are time sensitive, and it is important to complete them in an efficient manner. Categories of tasks include, but are not limited to phone calls, emails, appointment letters to residents, intakes, archiving (filing), encounter documents (notes on residents/situations) and aftercare calls.
 9. 24-Hour Managers must handle crisis situations effectively. Employees assist with crisis situations when necessary. Aiding residents/participants who have urgent needs will require sound judgment and initiative. The ability to de-escalate and prevent conflicts, while helping individuals process situations, are critical skills. Coaches may need to: call Emergency Personnel or show Emergency Personnel where to go upon arrival or sit with a resident until Emergency Personnel arrive, etc.
 10. Life coaches work collaboratively as part of the 24-Hour Adult Programs & Services team to achieve organizational goals, in an environment that has constant change. Consequently, employees should be comfortable with changes in our programs, policies, and procedures.
 11. Pray regularly for participants, employees, volunteers, CGM and HHM. We value the power of prayer and encourage employees to pray. Spiritual growth is encouraged, but not forced on residents. We believe praying for our clients has a positive impact on residents and staff.

As with all CGM staff, case managers will complete other work-related duties as assigned.

PERSONAL REQUIREMENTS:

1. Have the personal experience of receiving, by faith, Jesus Christ as Savior and Lord and be actively involved with a local church.
2. Have a passion to see men, women, and children come to know Jesus Christ as their personal Savior and Lord.
3. Have a personal fellowship with the Lord, which includes daily prayer and regular Bible study and church attendance.
4. Agree with and sign City Gospel Mission Statement of Faith.
5. Have a personal conviction to serve people of all ethnicities with genuine care and equity.
6. Must pass background check, motor vehicle check, and drug screen.

PHYSICAL REQUIREMENTS:

1. Given the layout of our facility, the person in this role ascends/descends stairs, lifts or moves up to 25 pounds of office equipment or furnishings in a residential and office setting.
2. The person in this position frequently communicates with program participants and staff. She/he must be able to verbally exchange accurate information in these situations.

3. The person in this role, must be able to apply established protocols in a timely manner.
4. The person in this role must be able to drive a CGM vehicle, to transport participants as needed. (We will utilize gender on same gender transportation.)

SKILLS AND EDUCATIONAL QUALIFICATIONS:

1. Bachelor's Degree and two years of related experience, requested. A graduate degree in a related field is preferred. Equivalent experience may be considered.
2. Experience working with Homelessness, Substance Abuse, Mental Health, Housing, and Criminal Justice systems preferred.
3. General knowledge of computer programs such as Outlook, Word, Excel, PowerPoint, and Google Docs.
4. Ability to exercise a high degree of independent decision making and discretion along with implementing, upholding and obtaining confidentiality.
5. The person in this role can be flexible, and able to say no and maintain appropriate boundaries.
6. Candidate is able to communicate clearly in oral and written form. He/she listens well.
7. Is able to be organized and use time wisely.
8. Must possess a valid driver's license for the Tri-state area and be a good standing with the bureau of motor vehicles.

Date Created: 11/11/25 D. Minera VP24H & K. Wilson CHR & TD