



Title: Regional Coach

Reports to: Regional Director

Job Location: Hybrid, with expectations to work at the Cleveland office or other locations, as requested

Benefits: Health, Dental, Vision and Retirement, Paid Time off, Holidays

Date Posted: February 2025

To Apply: please contact Diane McNally from Diane McNally Consulting at diane@dmcnallyconsulting.com

Overview of Kinnect:

Kinnect is an Ohio-based non-profit organization dedicated to developing KinFirst strategies and delivering programs that build and strengthen kinship connections and inclusive support networks for families, young people, and children. With a vision to ensure young people and families have a sense of belonging, the essential resources, and relationships to thrive, Kinnect has been partnering with families, public agencies, and private providers for almost 20 years. Through collaborative efforts, Kinnect aims to improve permanency outcomes, build networks of support, and create innovative strategies that align with a KinFirst culture mindset and approach. Building a KinFirst culture requires equitable investments, training, coaching, policy, practices, and partnerships that prioritize family and kin and support stability, culture, and community. Kinnect is proud to be a nationally recognized leader and pioneer in the field, which led to the development of KinnectU, a training, consulting, and replication branch of Kinnect, to provide these services to all child- and family-serving organizations. Kinnect delivers programs and services across the state of Ohio, and through KinnectU has been providing training and consulting services nationally. Our programs include the Ohio Kinship and Adoption Navigator (OhioKAN), Kinnect to Family (KTF), Youth Centered Permanency Roundtables (YCPRT), and Youth Navigator Network (YNN). Our Search, Explore, Engage, Kinnect (SEEK) training is offered throughout Ohio and other states, and we have a series of trainings as part of our Safe Affirmed Youth (S.A.Y) priorities that include Family Finding strategies for youth who identify as LGBTQ+. Kinnect is grateful to receive support from a variety of sources, including contracts with government entities, partnerships with nonprofits, generous grants, and invaluable donations from foundations and private donors.

Overview of the OhioKAN Program:

OhioKAN is an innovative statewide Kinship and Adoption Navigator Program, developed and administered by Kinnect, that focuses on supporting, formal and informal, kin caregivers and adoptive parents by providing information and referral services and assistance obtaining support services. OhioKAN is an evidence-based model, that has been shown to increase families perception of access to community resources, families report feeling more resourceful, having less family conflict and closer caregiver-child relationships. OhioKAN is a strengths based, trauma informed, and inclusive model to successfully engage families and meet their unique needs. OhioKAN builds community and systems capacity necessary to support families and works directly with kinship and adoptive families to build confidence and connections.

Position Summary:

The Regional Coach is a full-time position dedicated to supporting quality service delivery, fidelity to the OhioKAN program model, and navigator performance improvement when indicated. The Regional Coach reports to the Regional Director, supports the navigator and partner sites within their region, and collaborates frequently with OhioKAN staff from other regions and the statewide team. The primary function of this role includes coaching for fidelity to the OhioKAN program model, providing Technical Assistance to OhioKAN sites, training and onboarding OhioKAN site staff in the program model, and ensuring continuous quality improvement activities at the regional level.

Essential Functions:

Coaching for Model Fidelity

- Meets weekly with OhioKAN Navigators and their Supervisors to support practice of the OhioKAN model
- Reviews program tools, fidelity measures, and data collection with OhioKAN Navigators and their Supervisors as outlined in the Continuous Quality Improvement (CQI) model and Performance Management Framework
- Monitors programmatic goals and metrics for assigned Navigator sites
- Partners with navigator sites to set goals, gather feedback on common challenges, and interpret program data
- Engage in strengths based, trauma informed, and inclusive coaching practices that align with the OhioKAN model.
- Observes, trains, and provides feedback to OhioKAN Navigators about practice of the OhioKAN model.
- In collaboration with the OhioKAN Navigators, establishes and monitors goals on core practice skills and individualized goals to meet the navigator's needs.
- Review and support OhioKAN Navigators in meeting documentation standards and overcoming documentation challenges.
- Continuous engagement with OhioKAN Navigator site supervisors to partner on goals, barriers, and progress of navigator performance and development.
- Facilitates communication and maintains relationships with community agencies to ensure effective service delivery
- Ensure OhioKAN Navigators and other regional staff are aware of new programs, events, or changes to referral agencies.
- Responds to inquiries from prospective OhioKAN program participants and provides

referrals and direct services as needed.

Continuous Quality Improvement (CQI) and Continued Learning

- Executes CQI plan for assigned navigator sites
- Partners with Coaches from other regions to identify and meet continued learning needs for OhioKAN Navigators and site partners through Learning Collaboratives
- Communicates regularly with the Regional Director and Regional Coordinator regarding program delivery and services provided

Role Competencies:

Additional skills/competencies necessary to deliver services to the diverse cultures and lifestyles within the population being served. Develop cultural awareness that results in a clear understanding of the worldview that directs individual interactions with people of other backgrounds.

- Ability to identify needs unique to diverse populations including those of different gender identity, sexual orientation, ethnic group, race, and physical or mental capacity and address those needs with community resource referrals.
- Assist other professionals and team members in understanding the unique needs/characteristics of diverse populations.
- Willing to learn when facing new problems; enjoys the challenge of unfamiliar tasks; open to change; relentless learner and works to find efficient solutions
- Comfortable shifting gears with a new and evolving program.
- Uses logic to solve problems and curious about multiple solutions. Willing to look beyond the easy or obvious solution to create systemic change.
- Ability to prioritize and manage up as necessary.
- Ability to accomplish goals and stay focused
- Ability to be an effective team member, while staying task focused and working independently in a hybrid work environment.

Communicate Effectively: Develop and deliver communications using various methods that conveys a clear understanding of the unique needs of the different audiences we communicate with.

- Attentively listens to others
- Provides timely and helpful information to others across the organization
- Encourages the open expression of diverse ideas and opinions
- Ability to utilize multiple communication methods such as telephone, email, letters, reports, to name a few to share information and to keep people informed of progress or what is needed

Critical Thinking for Managing Complexity: Making sense of complex, high quantity and sometimes contradictory information to effectively solve problems.

- Ask questions that will help accurately analyze situations
- Acquire data from multiple and diverse sources to help solve problems and to innovate

Education/Qualification:

- Bachelor's degree required, Master's preferred in Social Work, Public Health, Education or related field
- Related experience and skills

- Lived experience as an adoptee or raised in a kinship family, kinship caregiver, adoptive parent or foster parent preferred

Inclusion Diversity, Equity, and Access:

Kinnect is committed to fostering, cultivating, and preserving a culture of inclusion diversity, equity, and access. These commitments are not just part of our value system but are at the core of our intentional actions to eliminate systemic barriers that have produced inequities based on differences.

We commit to a sustained investment of time, resources, and people to advance equitable realities for our employees, and for the children, families, and communities that we serve. We do this by intentional advocacy for social justice and the continuous scrutiny of the systems that we create and those in which we operate.

Our employees are the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, innovation, self-expression, unique capabilities, and talent that our employees invest in their work represents a significant part of not only our culture, but our reputation and success, as well.

We embrace our employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and intellectual or emotional ability, political affiliation, race, religion, sexual orientation or identity, socio-economic status, parental or family status, medical or genetic status, veteran or disabled veteran status, and other characteristics that make our employees unique.

Kinnect's inclusion, diversity, equity, and access initiatives involve, but are not limited to, our practices and policies on recruitment and selection; compensation and benefits; professional development and training; promotions; transfers; staffing decisions; terminations; and the ongoing development of an inclusive work environment.

Equal Opportunity Employment:

Kinnect maintains a policy of nondiscrimination toward all employees and applicants for employment. All aspects of employment with us will be governed on the basis of competence and qualifications and will not be influenced in any manner by race, color, religion, gender, or gender identity or expression, age, sexual orientation, sexual expression or identity, national origin, physical, intellectual or emotional ability, marital or partnership status, parental or family status, medical or genetic status, veteran's or disabled veteran status, in accordance with applicable federal, state and local laws governing nondiscrimination in employment.

Employment Posters stating current regulatory and legal requirements are posted in Kinnect's main office and on the intranet.

Working Conditions:

- Travel required, as needed. Must have access to own transportation.
- This job requires occasional overnight travel
- Kinnect as an organization has a Hybrid Work Model that combines remote and on-site work at Kinnect, as well as routine on-site or in-person work with team members, partner sites, community events, and direct service in the field.

- This role will utilize standard office equipment that will be provided by Kinnect

Hiring Process:

- **Background Check Information:** The final candidate selected for the position will be required to undergo a criminal background check. Criminal convictions do not necessarily preclude an applicant from consideration for a position. An individual assessment of an applicant's prior criminal conviction(s) will be made before excluding an applicant from consideration.

Disclaimer: The above statements are intended to describe the general nature and level of work to be performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of employees assigned to this position.

Kinnect maintains a policy of nondiscrimination toward all employees and applicants for employment. All employment decisions at Kinnect are based on organizational needs, job requirements and individual qualifications, and will be governed on the basis of competence and qualifications and will not be influenced in any manner by race, color, religion, gender, or gender identity or expression, age, sexual orientation, sexual expression or identity, national origin, physical, intellectual or emotional ability, marital or partnership status, parental or family status, medical or genetic status, veteran's or disabled veteran status, in accordance with applicable federal, state and local laws governing nondiscrimination in employment.

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American's with Disabilities Act: This position involves sitting in a stationary position for at least 50% of the time and the ability to ambulate without assistance to attend on-site meetings, as needed. The job requires movement in a typical office environment with file cabinets, office machinery, office furniture and typical hallway and access doorways. The position must operate typical office equipment, such as copiers, telephones, computers and peripherals. This job requires that the person must have the ability to access transportation to attend meetings and special events. The organization provides reasonable accommodations for this position.