Position Title: Support Services Coordinator
Education: Bachelor’s degree
Location: New York, New York, 10039, United States
Employment Type: Full-time
Report to: Clinical Manager
Working Relationships: All Program Staff
Employment Status: Exempt
Number of Direct Reports: 0

Position Summary: The Support Services Coordinator is responsible for working directly with Runaway Homeless Youth, specializing in sexually exploited and trafficked young women, ages 16-20. The Coordinator is responsible for providing counseling, comprehensive case management and advocacy services; serves not only as case managers, but as advocate, ally, counselor, and a support system for young women in crisis. The Support Services Coordinator will be an essential part of the support service team and the overall Program Department.

Tasks and Responsibilities: This statement of duties is for purpose of identifying this position but it is not limited to:

Key Duties:
- Responsible for providing holistic and comprehensive trauma-informed case management to the participants
- Build relationships and trust with traumatized and disenfranchised young women ages 16-20.
- Ensure safety of residents and promote confidentiality.
- Conduct family/youth support groups and independent life skill groups as needed.
- In collaboration with the Counselor, aids individuals and families requiring assistance, including but not limited to problems such as personal and family adjustments; finances, employment, food, clothing, housing, medication monitoring and adherence.
- In collaboration with the Support Service Manager and the Chief Program Officer, coordinate physical and mental health assessment of each youth to ensure all needs are being met and treatment service delivery is followed through accordingly.
- Helps participants to modify attitudes and patterns of behavior by increasing understanding of self and personal problems.
- Coordinate the referrals to community resources and facility connections to treatment services identified and/or approved by the Support Service Manager and/or Chief Program Officer.
- Coordinate referrals to school, medical, dental, psych services, job placement, and others, depending on the need of each youth.
- Set and contribute to a safe, dignified, orderly atmosphere by enforcing program policies and procedures.
Serve as a role model- guiding and empowering members and facilitating appropriate behavior around daily living skills, self-care, personal interaction, social relationships and constructive time management.

Provide mediation and conflict resolution as appropriate, to address all conflict and safety concerns in the space.

Meet with participants at least twice weekly.

Conduct home visits, medical, hospital, and dental visits with youth as needed.

Responsible for maintaining thorough and accurate records, case files, required forms/consents/HIPAA, expense reports, check requests, correspondence, and reporting summaries; complete necessary documentation in a timely, accurate and complete manner.

Document all meetings and progress on case management notes of participant’s activities and maintain participants’ records.

Conduct biweekly, quarterly, and annual reports on task assignments and goals.

Participate in main office events, bi-weekly staff meetings, and collaboration with all GEMS staff and members.

Respond to crisis as needed and respond appropriately to emergencies including contacting appropriate staff, being available on weekends and evenings for crisis intervention.

Maintain relationships, collaborations and linkages with CBO’s and other related service providers identified and/or approved by the department.

Promote the cooperative, harmonious, teamwork and professional environment GEMS strives to maintain within the workplace.

Promote an atmosphere of dignity and respect in line within the philosophy and policies of GEMS to all residential and staff.

Additional Qualifications:

- Bachelor’s degree in social work or related field of study with equivalent clinical and professional experience. Masters degree with clinical component highly preferred.
- Eligible to work in US
- A minimum of 2 years experience working with youth and sensitivity to the needs of sexually exploited young women.
- A minimum of 2 years of experience working with mental health related issues, complex trauma, substance abuse, court involved youth, domestic violence, HIV/AIDS, child welfare related issues and crisis intervention techniques.
- A minimum of 1 year of prior case management experience required.
- Demonstrated ability to facilitate small groups and workshops.
- Ability to work a minimum of three (3) times a week and be available for crisis as needed.

Job Competencies

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<tr>
<th>Attention to Detail</th>
<th>Attitude Toward Others</th>
<th>Emotional Control</th>
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<tbody>
<tr>
<td>Empathetic Outlook</td>
<td>Excellent written and verbal communication</td>
<td>Flexibility</td>
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<td>Following Directions</td>
<td>Initiative</td>
<td>Meeting Standards</td>
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<td>Multitasking</td>
<td>Personal Accountability</td>
<td>Project/Task and Goals Focus</td>
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<tr>
<td>Respect for Policies</td>
<td>Team Player</td>
<td>Excellent Administrative Duties</td>
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Behavioral Competencies

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<thead>
<tr>
<th>Adaptable</th>
<th>Organized Workplace</th>
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**GEMS Core Values**

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<tr>
<th>Development Grounded</th>
<th>Trauma Informed</th>
<th>Culturally Competent</th>
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<tr>
<td>Gender Responsive</td>
<td>Strengths Based</td>
<td>Social Justice Oriented</td>
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**GEMS Principles**

| Survivor Leadership | Transformative Relationship |