COMMUNITY CARE COORDINATOR

Job Description:

The Community Care Coordinator (CCC) works as part of Champ's care team that provides supportive services and case coordination to address participant needs, act as liaisons between community organizations on behalf of Champ Homes, and its participants, consistently demonstrates professional conduct, and ethical practice while promoting an atmosphere of self-advocacy.

The CCC's perform a variety of case management services that include, but are not limited to, coaching, referrals, and admission functions. All Care Coordinators and Support Staff, who make up the care team, report to the Lead Community Care Coordinator. CCC's are responsible to report progress and challenges to the LCCC in a timely fashion. The LCCC will provide guidance and support to the team.

This is a full-time position (40hrs), Monday – Friday, with occasional weekend and after-hours on-call coverage.

Duties and Responsibilities:
Direct Care

- Assist with referrals and program admissions following Champ's admission criteria and intake procedures, completing required documentation.
- Coordinate participant move ins and program discharges according to admission criteria.
- Coordinate participant move outs and the clean-up of rooms, including the moving of furniture as needed.
- Work as a part of the care team to provide supportive services and case coordination to address participant needs. Meet with each participant on caseload, at least 1x monthly.
- Provide instruction and assistance to participants to obtain needed community support services, including medical care, mental health care, vocational services, etc. Act as a liaison between community organizations on behalf of Champ participants, while promoting an atmosphere of self-advocacy.
- Provide instruction and assistance to participants to complete necessary housing applications. Act as a liaison between housing organizations on behalf of Champ participants
- Maintain participant housing binders.
- Complete required program compliance measures, including community fee payments, alcohol/drug testing, and room-checks, according to policies/procedures, complete required documentation, and report noncompliance to the appropriate staff in accordance with reporting guidelines.
- Address participant noncompliance in a timely fashion, according to policies/procedures

- Work with participants to address personality conflicts, while following Champ procedures. Complete required documentation and report noncompliance to appropriate supervisor.
- On-call coverage as needed. Use discretion and sound judgement to contact additional staff or 911 for assistance in an emergency.

Administrative

- Utilize organizational tracking and reporting measures. Preserve Champ Homes program policy/procedure and program forms. Participate in trainings and meetings, both internal and external, as directed.
- Work with care team to identify barriers to meeting case coordination needs. Work with staff to develop and implement programming improvements.
- Participate in multi-disciplinary and provider meetings, committees, attend supervision, and trainings, both internal and external, as directed.
- Participate in Champ enrichment activities, fundraising and holiday events that may be outside of normal working hours.
- Other duties, as required.

Qualifications:

- Education & Experience – Bachelor's degree preferred. Minimum 3 years' experience working in social services or comparable field. Behavioral health experience and knowledge of substance use disorders preferred.
- Bi-lingual preferred but not required
- Proficient with MS Office and Outlook. Excellent verbal and written communication skills with exceptional attention to details.
- The ideal candidate needs to be patient, flexible and able to work in a fast-paced environment as a cohesive team member. Candidate must be comfortable, supportive, and able to work with a diverse population.
- Must have valid driver's license.

Staff Signature: _____

Date: _____

Executive Director, Signature: _____

Date: _____