JOB DESCRIPTION

Job Title: Clinical Care Coordinator
Date Developed: August 2015
Division: Residential Services
Department: Residential Services
Classification: Exempt
Reports To: Manager, Residential Services

PURPOSE OF POSITION
The incumbent is responsible for the direct supervision of the Case Managers as well as the care and supervision of the youth who reside in the Residential program in a manner which reflects the mission, philosophy and policies of Covenant House.

SUMMARY OF DUTIES
(Responsibilities to include but not limited to the following)

- Responsible for establishing and maintaining good relationships with appropriate boundaries with youth and staff.
- Responsible for ensuring client intake completion and administration of various assessments such as Casey Life Skills Assessments and psychosocial assessments.
- Ensure evidence based assessments and curriculum are being delivered with fidelity.
- Ensures individualized treatment plans are created utilizing a client centered approach.
- Initiates and provides crisis intervention counseling to youth and to families as needed.
- Collaborate with interdisciplinary team to:
  - Identify the best possible approach to providing services to the youth in the Residential Programs.
  - Integrates and continuously grows a Trauma Informed culture thru education and support of staff, advocating with and on behalf of individuals, according to their needs and wishes.
- Researches and develops relationships with referral resources for individuals to access services in the community.
- Responsible for developing, organizing and overseeing program activities to prevent and resolve problems related to human relationships, self-care, life skills, and group activities.
- Transport and accompany youth to appointments outside of Covenant House Missouri, as needed.
- Role model positive behaviors and coping skills for youth & staff demonstrating strength based approach in all interactions and utilizing aspects of Trauma Informed Care and Positive Youth Development.
- Record, maintain, and ensure data integrity within records and required paperwork and documentation are according to agency policy & procedures.
- Support staff in leading, planning, and facilitating various team and individual meetings for the purpose of sharing information in regard to youth.
Coordinates shift transitions and ensures structure and provides constructive feedback on daily interactions with youth. Provides on call duties as needed.

Leads floor meetings with Case Managers.

Responsible for monitoring proper administration of medication and first aid per CHMO policies and guidelines.

Coordinates with Case Managers in the planning, scheduling, and implementation of on and off site residential activities.

Establish working relationships with fellow team members to build trust and confidence enabling you to constructively challenge practices and procedures that need to be improved, changed or eradicated.

Actively engage with volunteers/practicum students assigned to the residential programs.

Assist in the interviewing process for Case Managers.

Orient, train, & provide ongoing feedback and supervision for Case Managers on the residential floor, including specific instruction on treatment planning, facilitating groups, motivational interviewing techniques, trauma, mental health, active listening skills, and crisis intervention techniques.

Complete performance evaluations on Case Managers and establish measurable performance objectives with a plan to support attainment of designated goals.

Participate in all required trainings and staff meetings, completing at least 40 hours of training annually.

Act in accordance with all organizational and legal protocol, policies, and procedures.

Perform other duties as assigned.

SUPERVISORY DUTIES
Case Manger I & II, practicum students

WORKING RELATIONSHIPS
Regular internal contact with all CHMO staff, outside contact with vendors and suppliers, and regular contact with outside agencies.

KNOWLEDGE, SKILLS, & ABILITIES

Education & Experience
Master’s degree in Social Work or Counseling required. Licensure preferred. 3-5 years working with trauma, homelessness, substance abuse, and/or mental health.

Knowledge/Skills
- The ability to work cooperatively with others to achieve shared goals, showing diplomacy and flexibility when there are conflicting opinions; supporting other people’s performance to achieve the best possible results.
- The ability to take control of a situation and to lead by empowering others into an effective team. Inspiring and energizing others to carry out tasks and achieve goals by displaying a clear sense of direction and values.
- The ability to relate to, and feel comfortable with, people at all levels and to be able to make and maintain good working relationships with co-workers, supervisors, representatives of other agencies, and the public.
- The ability to verbally express ideas in a way that is easily understood by others who are unfamiliar with the topic, including delivering a presentation, giving accurate information or acting as a spokesperson.
- The ability to write concisely and convey meaning in a manner appropriate to different readers, presenting a persuasive argument.
• The ability to respond to, anticipate, and positively manage change within the residential program.
• The ability to handle numbers, gathering statistical data and being able to analyze, interpret and present it in a clear and accurate way.
• Flexible team player who thrives in environments requiring ability to effectively prioritize and juggle multiple concurrent projects.
• The ability to relate to your coworkers, inspire others to participate, and mitigate conflict with coworkers.
• The ability to apply clinical skills to program implementation and supervision, support, and development of staff.
• The ability to design, plan, organize, and implement projects and tasks within an allotted timeframe.
• Results driven achiever with exemplary planning and organizational skills, along with a high degree of detail orientation.
• Uses logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
• The ability to follow policies, regulations, and laws pertaining to the delivery of human services.
• Extensive knowledge in mental health, trauma, substance abuse, homelessness, etc.
• Proficient in Microsoft Office, assessment tools, database systems, and Windows environment.
• Crisis Intervention training and knowledge of Residential Program models essential.

WORK ENVIRONMENT/ PHYSICAL DEMANDS

• Moderate concentration.
• Frequent interruptions.
• Moderate noise level.
• On-call Pager responsibilities.
• Moderate sitting, standing and eye strain, light walking, bending and lifting.

I understand that the statements included in this document are intended to describe the general nature and level of work being performed by individuals in this position, and that they are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Further, this job description does not state or imply that this is a contract between the individual in this position and Covenant House Missouri.

Employee Signature and Date: _______________________________