



JOB DESCRIPTION POSITION:

CLIENT CARE COORDINATOR I

Class specifications are intended to present a description list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION: Client Care Coordinators help clients in their journey toward self- sufficiency and permanent housing through role modeling and trauma-informed support using the values, principles, and tools of the Housing First model and other industry best practices by:

1. Coordinating the basic needs, health, and welfare of program participants.
2. Assisting participants in developing healthy basic living skills.
3. Providing engagement, basic assessment screenings, and resource and referral information related to education, employment, housing, mainstream benefits, physical/behavioral healthcare, and other needs as identified; and
4. Assisting with community integration and transportation needs.

SUPERVISION RECEIVED AND EXERCISED

The Client Care Coordinator I classification receives direction from the Program Manager. Employees designated as Level II and III may also provide additional guidance and instruction to the Client Care Coordinator I classification, at the direction of the Program Manager.

ESSENTIAL FUNCTION STATEMENTS

Essential responsibilities and duties may include, but are not limited to, the following:

- Assist participants with intake and orientation to the program and community.
- Accurately monitor and document the self-administration of medications; ensure proper storage of all medications and maintain accuracy of participant medication chart.
- Assist residents with arranging own appointments and transportation.
- Assist with resource and referral needs related to case management activities, including education, employment, legal, housing, health and wellness, etc.
- Assist residents with referrals and appointments with community resources, coordinating these efforts with other program staff.
- Assist/arrange and/or provide resident transportation for appointments.
- Assist with daily room checks and/or searches.
- Collaborate with the case management team to meet residents' personal care needs.
- Maintain accurate and up-to-date records.

- Ensure that the group living atmosphere remains respectful and positive by interacting with residents in an empathetic, respectful, and motivational manner and serving as a role model when providing them with support and assistance in problem solving and encouraging them to take responsibility for their lives.
- Monitor the safety and security of participants and the facility.
- Maintain resident confidentiality and high ethical standards.
- Prepare for and participate in staff meetings.
- Complete required training.
- Monitor and ensure ongoing health and safety standards, including facility cleaning and sanitation.
- Perform other duties as assigned by the program manager or leadership team.
- Assist residents with program orientation and daily needs such as medications and transportation.
- Assist residents to develop basic living skills and those necessary to successfully integrate into the community.

QUALIFICATIONS

Knowledge of:

- Principles and practices of leadership, motivation, team building and conflict resolution
- Principles of business writing and basic presentations. Proper grammar, spelling, punctuation, and composition of participant and agency documents.
- Office procedures, business mathematics application, computer office equipment and procedures, and statistical recordkeeping methods.
- Operation of standard office equipment.
- Pertinent Federal, State and local laws and regulations.
- Principles and procedures of record keeping, reporting, and filing systems.
- Principles and practices of residential programs.

Ability to:

- Be empathetic, respectful, and motivational, while encouraging residents to take responsibility for their lives.
- Demonstrate high professional / ethical standards and work well with others as part of the treatment team.
- Acts as a positive role model, providing residents with guidance and support.
- Take initiative and problem solve
- Communicate clearly and concisely, both orally and in writing.
- Monitor, assess, evaluate and resolve community conflict issues.
- Coordinate program activities with participants and staff.

- Respond to requests and inquiries from participants and public
- Maintain confidentiality.
- Follow policy and adhere to procedures.
- Work with a diverse population and various cultural backgrounds
- Operate and maintain data entry systems utilized for program outcomes, reporting, such as HMIS, Kareo EHR, AVATAR, Apricot, CalOMS, etc. if applicable.
- Provide services that meet *Culturally and Linguistically Appropriate Services (CLAS) Standards*, that are respectful of and responsive to each person's culture and communication needs, and take into account the client's cultural health beliefs, preferred language(s), health literacy levels, and other communication needs;

EDUCATION / WORK EXPERIENCE:

Any combination of experience and training that would likely provide the required knowledge and abilities in qualifying. A typical way to obtain knowledge and abilities would be:

- High school diploma or GED.
- Knowledge of the helping professions.
- Ability to relate maturely and professionally with diverse and marginalized populations.
- Preferred qualifications include knowledge and/or experience with addictions and co-occurring disorders.

PHYSICAL DEMANDS:

Essential and marginal functions may require maintaining physical condition necessary for sitting or standing for prolonged periods of time in both indoor office and external program environment; occasional bending and stopping, typing and operating assigned equipment. Reasonable accommodations for physical requirements will be considered and made on a case-by-case basis. Requests for reasonable accommodation may be made to human resources.

SPECIAL REQUIREMENTS:

- Must possess current and valid California driver's license, including a driving record acceptable to F&H insurance company.
- Must be insurable by F&H insurance carrier
- Must meet minimum requirements to access and use program data entry systems.
- Be available for call-back to program as needed.
- Provide required proof of legal right to work in the United States.
- Must provide T.B. clearance from a medical professional.
- Must provide DMV print out
- Must be able to support a flexible schedule, including evening, nights, weekends and graveyard shifts.

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SIGNATURE PAGE –

JOB DESCRIPTION POSITION:

CLIENT CARE COORDINATOR 1

DEFINITION: Client Care Coordinators help clients in their journey toward self- sufficiency and permanent housing through role modeling and trauma-informed support using the values, principles, and tools of the Housing First model and other industry best practices by:

EMPLOYEE STATEMENT:

- I have discussed the duties and responsibilities of the position with my supervisor.
- I have signed and received a copy of the duty statement/classification.
- I can perform the essential functions listed with or without accommodation.
- I understand that I may be asked to perform other duties as assigned within my current classification, including work in other functional areas as needs arise.

Employee Name (Print)	Signature	Date
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PROGRAM MANAGER STATEMENT:

- I have discussed the duties and responsibilities of the position with the employee.
- I have signed and received a copy of the duty statement/classification.

Manager Name (Print)	Signature	Date
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