

Service Coordinator

ORGANIZATION OVERVIEW

Community Access, Inc. (CA), founded in 1974, is a progressive not-for-profit organization that expands opportunities for people living with mental health concerns to recover from trauma and discrimination through affordable housing, training, advocacy and healing-focused services. We are built upon the simple truth that people are experts in their own lives. Our programs are spread across 20 locations and include over 1000 units of supportive housing in three boroughs

Position Overview

The Service Coordinator provides support services as defined by regulatory contracts and Community Access guidelines to assigned program participants, including assisting with defining personal, vocational and educational goals. The Service Coordinator provides assistance to program participants using a person-centered model that supports individuals in their recovery, hopes and opportunities.

Salary : \$40,800 / Year

Hour Shift : 40 Hour/ week

Location : Bronx / Manhattan / Brooklyn

Essential Job Functions

- Provide recovery oriented support services and outreach to assigned program participants, as defined by program and contractual requirements.
- Develop and assist in implementing service plans determined by goals of program participants, including reviewing service plans with program participants, identifying progress and revising plan as needed.
- Produce and maintain thorough, accurate and timely documentation, including charts and documentation of interactions with program participants, services provided, important information and/or events, and contacts with other agencies and service providers, as required by agency policies, and relevant contracts and regulatory agencies.
- Assist program participants in advocating for quality care received from external service providers, including educating providers on special issues, etc.
- Assist program participants in maintaining apartment free from unsanitary conditions and safety hazards, utilizing individualized strategies, e.g. teaching, feedback, demonstration and other forms of hands-on interventions, as needed.
- Provide referrals for treatment for psychiatric disabilities, substance abuse, and health problems, as dictated by program participants.
- Assist program participants in identifying vocational and educational goals and opportunities, including assessment, support and follow-up, in coordination with Education and Employment Coordinator. Maintain up to date records of their job seeking and employment in AWARDS.
- Assist program participants with conflict resolution, as necessary.

- Utilize harm reduction strategies when working with individuals experiencing drug and/or alcohol related problems.
- Provide outreach to program participants who are not indicating their goals or who are not engaged, to offer services to them, and to incorporate outreach in their service plans.
- Provide crisis intervention, as necessary.
- Provide support and training on skills-building, including but not limited to assertiveness, self advocacy, socialization, and housekeeping.
- Maintain quality service by establishing and reinforcing program/agency standards in all interactions with program participants.
- Create or maintain a special project each year (e.g. run a group, participate in the advocacy department, coordinate an activity, etc.).
- Coordinate work orders with operations staff regarding apartment repairs and/or program participant requests.
- Attend and participate in supervision, meetings and training sessions, as required.
- Provide holiday, evening and weekend coverage, as necessary.
- Provide coverage for non-assigned program participants, as needed.
- Assist with training (after six months to a year) new staff on essential job functions.
- Perform other duties as assigned.

Job Qualifications

- Have an understanding, appreciation, and commitment to the philosophy and mission of Community Access.
- Minimum of a high school diploma or equivalent (GED) - Bachelor's degree, preferred. Commitment to recovery oriented practice.
- Must be fingerprinted and cleared by the Office of Mental Health (OMH).
- Be skilled in conflict mediation/negotiation and have an assertive approach to problem solving.
- Excellent oral and written communication skills.
- Ability to utilize various computer programs, specifically Microsoft Word and Excel.
- Be creative and flexible.
- Show initiative and be responsible for follow through.
- Ability to maintain confidential information, as related to position.
- Ability to work independently and as part of a team.

Bilingual Spanish-speaking candidates are strongly encouraged to apply

Interested candidates should apply on

<https://www.e3applicants.com/cai>

Community Access is an Equal Opportunity Employer. M/F/D/V. Women, People of Color and Members of the LGBT community are strongly encouraged to apply. CA is committed to the hiring of at least 51% consumer staff, in all of its departments and programs, and at all levels of management. www.communityaccess.org