

Client Care Coordinator, Park Avenue Residence

CAMBA is a non-profit agency that provides a wide array of services to over 45,000 individuals and families across the five boroughs for over 40 years connecting people with opportunities to enhance their quality of life.

Every team member is DEDICATED to getting the job done, embraces DIVERSITY and is INNOVATIVE by listening to the communities we serve while developing creative evidenced based programs. Additionally, CAMBA prides itself in its INTEGRITY evident in our compassionate honesty with our clients while committing to QUALITY supportive services to our staff and clients.

Essential Duties and Responsibilities Include But Are Not Limited To:

- Conduct initial risk assessment of clients and clients' families.
- Prepare initial biopsychosocial evaluation and update according to regulations.
- Provide a range of "instant response" services when a client's immediate well-being and safety is threatened.
- In collaboration with clients and case managers, assist in the preparation of initial Independent Living Plan (ILP), including short-term and long-term client goals.
- Assist clients in attaining their goals by identifying community resources and by referring clients to appropriate services both within and outside CAMBA (i.e., medical services and psychiatric services, etc.).
- Act as advocate on behalf of clients and client families' to arrange for medical, psychiatric, educational and other tests and examinations that may disclose causes of client difficulties and indicate remedial measures.
- Facilitate or participate in case conferences with all stakeholders in clients life to ensure collaborative approach to services.
- Lead group counseling sessions and psychoeducation to enhance social development and psychological education of individual clients and provide peer support.
- Monitor clients' progress toward their goals via regularly scheduled face-to-face contacts/sessions.
- Follow-up with clients for a period of time after successful completion of their primary goals to assure client stability (aftercare).

Education/Experience Requirements:

- Licensed Master of Social Work (LMSW) required.
- Some schedule flexibility for weekends and/or evenings.
- Bi-lingual preferred.
- Must sign NYC DOH/MH attestation stating that candidate has not been the subject of a founded child abuse report.

This position is located in Fordham, Bronx.

Please send your resume and cover letter to SubmitResumes@CAMBA.org

Clinical Care Supervisor, Family and Single Shelters (Multiple Sites)

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Essential Duties and Responsibilities: The person filling this position is expected, under general direction, to ensure the smooth day-to-day running and supervision of social services staff and services in accordance with program goals, targets, and performance outcomes and all CAMBA and program policies, procedures, and protocols; including the following:

- Maintain professional relationships with clients and client confidentiality.
- Practice Universal Precautions/Standard Protocol & Procedures.
- Comply with any and all Federal, State, City and CAMBA security and privacy policies intended to protect the security and privacy of individually identifiable health information.
- Communicate effectively with clients, direct reporting staff, peers, supervisors, and funders.
- Plan and organize program activities to maximize program contract's goals and performance targets.
- Provide training and support to staff and team members regarding psychoeducation, mental health assessments and other techniques (i.e., motivational interviewing).
- Develop and implement quarterly training sessions for the continued education and professional development of shelter staff.
- Serve as a liaison and develop linkage agreements with other community-based organizations and local mental health service providers, as necessary.
- Motivate, coach and counsel direct reporting staff to excel.
- Ensure that all direct reporting staff completes all necessary documentations including ILPs and referrals to providers as required.
- Ensure that all clients charting documentation is up-to-date and reflects services provided such as service plans, re-certifications and psychiatric assessments.
- Assist with the development of program content to address residents needs related to housing, substance abuse treatment, mental health and employment.
- Provide assistance, interventions and follow-up in regards to critical incidents with clients.
- Encourage teamwork among direct reporting staff as well as among peers.
- Troubleshoot client and direct reporting staff program problems and make decisions in accordance with program policies, procedures, and protocols.
- Conduct and document one-on-one supervision of direct reporting staff to assess and improve work performance i.e. identify training needs, professional development etc.
- Overcome resistance to change from clients, direct reporting staff, and supervisors/funders.

- Administer constructive discipline to direct reporting staff, as needed.
- Monitor clients' progress toward their goals (dates achieved) and document via progress notes.
- Review all documentation related to clients' progress for accuracy, completeness, and clarity.
- Review and sign time sheets.
- Prepare performance appraisals for directed reporting staff.
- Conduct chart auditing of client files (i.e., paper and electronically).
- Ensure staff utilization of electronic database and conduct oversight to ensure data integrity.
- Manage own time effectively and coordinate program activities to maximize time of direct reporting staff.
- Lead and participate in administrative and staff meetings as requested.
- Provide all required information for weekly/monthly/quarterly/semester/annual reports to CAMBA management and/or to funders.
- May prepare marketing materials for the program.
- May reach out and market the program to the community in order to recruit clients.
- May prescreen clients over the telephone for eligibility and may schedule intake appointments.
- May conduct initial intake or assessment of clients and/or clients' families and periodic reassessments.
- May have direct client service/program responsibilities in addition to the above.
- May plan, coordinate and facilitate social/peer support events, including group facilitation for clients.
- Task may be modified, expanded and/or assigned over a period of time.

Minimum Education/Experience Required:

- Licensed Clinical Social Worker (LCSW) and 2 years of supervisory experience.

Other Requirements:

- Experience working with low-income, high-needs families.
- Knowledgeable about child development, trauma informed care, culturally affirming and responsive work, and family-based clinical interventions.
- Must sign NYC DOH/MH attestation stating that candidate has not been the subject of a founded child abuse report.
- **Must have NY Clinical Social Worker License.***

Please send your resume and cover letter to SubmitResumes@CAMBA.org

Director of Social Services, Park Avenue Residence

CAMBA's Park Avenue Residence is funded by New York City Department of Homeless Services and offers families a supportive, structured therapeutic, safe, and drug-free facility. It provides comprehensive case management services to 63 families who are in a transitional residence program for homeless families.

Essential Duties and Responsibilities: The person filling this position is expected, under general direction, to ensure the smooth day-to-day running, coordination and supervision of all case management staff and services in accordance with all program goals, targets, and performance outcomes and all CAMBA and program policies, procedures, and protocols; including the following:

- Maintain professional relationships with clients and client confidentiality.
- Practice Universal Precautions/Standard Protocol & Procedures.
- Comply with any and all Federal, State, City and CAMBA security and privacy policies intended to protect the security and privacy of individually identifiable health information.
- Ensure that newly admitted clients receive social service intake with 48 hours of assignment to case manager.
- Monitor and track client intakes and move-outs utilizing DHS rosters to update the Landing master roster daily.
- Oversee all ACS cases and ensure that monthly tracking forms are completed and submitted to DHS.
- Meet with community agencies to assist with high risk case conferences as needed.
- Communicate with peers in other CAMBA programs on issues related to client progress.
- Understand all aspects of contract requirements and communicates this understanding to staff.
- Supervise a minimum of four direct reporting staff and their subordinates to ensure that clients complete tasks (such as gaining entitlements, employment and housing options).
- Work with staff to set and achieve realistic monthly performance targets in accordance with contract requirements (such as completing ILPs, inspections, monitoring families with children age 0-24 months, ACS, LTS families and housing placements).
- Teach, coach and work with direct staff regarding how to interact with and/or engage clients to maintain entitlements to become eligible for housing subsidies.
- Conduct weekly client progress reviews with staff.
- Conduct periodic internal chart reviews and implement Quality Assurance measures as needed to ensure quality service delivery to clients.
- Respond to critical incidences that require immediate attention.
- Access client data using various tracking and program databases (i.e. - Client Tracking System (CTS), New York City Way, 4002 System).
- Prepare contract reports and statistical information for both CAMBA management and funder use.
- Assist in the analysis of program and demographic data to make programmatic improvements.
- Organize onsite and offsite training opportunities for professional development of staff.
- Assist the Senior Program Manager in providing oversight for all aspects of the program in his/her absence.
- Confer with the Senior Program Manager, and/or other CAMBA management staff as needed regarding programmatic and personnel issues.
- Attend staff/funder/outside agency meetings as requested.
- Facilitate weekly meetings with social service staff to address client issues and progress.
- Review and sign time sheets.
- Prepare performance appraisals for direct reporting staff.

- May develop appropriate marketing material and marketing/outreach strategies for the program.
- May network both within and outside CAMBA to expand client recruitment and opportunities for client success.
- May have direct client service/program responsibilities in addition to the above.
- Tasks may be modified, expanded and/or assigned over a period of time.

Minimum Education/Experience Required:

- Master's degree and three years of applicable experience, and/or equivalent experience. (A license is required of these Master's Degrees: Social Work (LMSW or LCSW), Mental Health Counseling, Counseling/Guidance, Art Therapy).

Other Requirements:

- Must sign NYC DOH/MH attestation stating that candidate has not been the subject of a founded child abuse report.

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MICA Specialist, Single Shelters

Essential Duties and Responsibilities: The person filling this position is expected, under general supervision, to: (1) immediately formulate a plan and prepare clients for permanent housing placement; (2) engage individuals requiring social service assistance; (3) interview and evaluate clients, formulate Independent Living Plans and goals; and (4) locate and refer to appropriate community resources for clients; including the following:

- Serve as a liaison with outside organizations regarding such matters as employment, education, healthcare, housing, social services, legal issues, etc.
- Assist clients in reducing/stopping their alcohol and other drug use by identifying and referring clients to appropriate services both within and outside CAMBA.
- Provide individualized counseling on drug and alcohol addiction and related topics.
- Counsel clients in dealing with drug and alcohol use and such issues as: behavior, educational progress, family dynamics, mental and physical health, housing, personal finances, substance abuse, mental and/or physical trauma.
- Develop and facilitate group counseling sessions on drug and alcohol use and related topics (i.e., psychological education, learning triggers, skill development, maintaining sobriety, etc.).
- Consult with others to determine causes of client problems and effect solutions.
- Conduct assessment to determine clients alcohol and other drug use.
- Conduct initial intake and assessment of clients' needs and periodic re-assessments.
- Create and maintain client electronic and paper files.
- Prepare initial psychosocial evaluation and update according to regulations.
- Obtain and maintain relevant documentation and release forms from clients (i.e., birth certificate, proof of income, medical documents, release of Personal Health Information, etc.).
- In collaboration with clients, conduct periodic revisions of independent living plans including short-term and long-term client goals.
- Assist clients in attaining their goals by identifying community resources and by referring clients to appropriate services both within and outside CAMBA (i.e., On-site medical services and psychiatric services, etc.).
- Work with clients to break through barriers to their goal(s) attainment.
- Assist clients in advocating for themselves in order to gain housing stability.
- Recommend and implement strategies to persuade clients to participate fully in the process in order to transition into permanent housing.
- Monitor clients' progress toward their goals via regularly scheduled face-to-face contacts/sessions.
- Document all client encounters via progress notes using DHS CARES Database and printout notes for client's paper file.
- Ensure CARES Database is updated to reflect client request for services (i.e., car fare, appointments, passes, referrals, etc.).
- Follow-up with clients and with referral organizations regarding client contact and progress with referral organization.
- Provide all required information for weekly/monthly/quarterly/annual reports.

Minimum Education/Experience Required:

Master's Degree or related field and/or equivalent experience (A license is required of these Master's Degrees: Social Work (LMSW or LCSW), Mental Health Counseling (LMHC), Counseling/Guidance, Art Therapy).

Other Requirements:

- CASAC preferred.
- May be required to become First Aid/CPR certified.
- May be required to become certified in overdose prevention.
- Bi-lingual preferred.

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