



Phipps Neighborhoods serves approximately 10,000 children, teens and adults in three (3) key areas that we have identified as the best ways to systematically address the risk factors associated with poverty. Our School and Community Education programs include early childhood education, after-school programs, community school engagement, and summer camps for school age children. To help older youth begin careers, our Learning and Career Development programs offer high school equivalency preparation, English for speakers of other languages, college prep, and work readiness services. And, to help our community members address the barriers that limit their success, we offer Community Resources including resident support, financial counseling, free tax prep, assistance accessing benefits, and more. These services are funded by government grants and contributions from foundations, corporations and individuals.

The **Client Care Coordinator** is responsible for the overall delivery and coordination of services for homeless families residing at Sojourner Truth House & Town & Country Residence shelters. The Client Care Coordinator is responsible for interfacing with the New York City Department of Homeless Services staff, shelter providers and relevant community based organizations to enhance and ensure families are in receipt of optimal care and service coordination.

The **Client Care Coordinator** is responsible for the completion of psychosocial assessments of complex families impacted by multiple systems. The Client Care Coordinator will work with these systems and facilitate appropriate linkages for families to community-based services. The Client Care Coordinator must be able to work from a multi-disciplinary team approach to service provision. The position calls for an individual able to work within a crisis driven environment with a knowledge base of substance abuse and addiction, domestic violence, child maltreatment, trauma, and mental health conditions.

The **Client Care Coordinator** will provide education to other members of the team around clients' psychosocial stressors and needs, to ensure positive outcomes for families. The Client Care Coordinator will obtain ongoing professional development by the individual agency program, and the New York City Department of Homeless Services – Division of Family Services. The Client Care Coordinator will be expected to provide qualitative and quantitative feedback to Department of Homeless Services (DHS) and DHS Service Providers to inform both policy and practice.

Duties and Responsibilities:

- Work from a strength based, family focused, client centered perspective and identify and fortify the strengths that each family has.
- Assist families with specific stressors associated with living in a shelter.
- Ensure that families are receiving full support in shelter and, when necessary, refer families for counseling or other services.
- Aid families in understanding the full range of benefits to which they are entitled, and assist with accessing said benefits.
- Confer and consult with professional and technical personnel in implementing a multidisciplinary approach to client care and well-being.
- Serve as agency/program liaison to community agencies and/or groups.

- Provide clear reports that capture key findings to include provider areas of strength, and recommendations for improvement
- Ensure that all case management is documented in database system, Cares;
- Attend professional development trainings
- Other duties as deemed necessary by the supervisor

Qualifications:

- Master of Social Work degree **OR** Mental Health Counselor from an accredited school of social work. **Licensure must be obtained within the first six (6) months of employment.**
- Knowledge of child and adolescent development; emotional/behavioral health, mental health, parent-child relationships family dynamics, and diagnostic classification
- Proficiency in the use of the Spanish language preferred
- Strong expertise in strengths-based, solution-focused, and family-centered practice
- Knowledge of guidelines, policies and regulations relating to child welfare, safety, permanency and well-being
- Knowledge and experience working with diverse cultures and ethnicities
- Excellent written and verbal communication skills

Please apply via our Career Portal using the following link:

<https://recruiting.ultipro.com/PHI1005/JobBoard/d214740c-ca40-4152-b685-d0cc250f7326/Opportunity/OpportunityDetail?opportunityId=7ad8d21b-4f04-4286-870a-734ca7f886fc>

The Phipps Houses Group of Companies and Phipps Neighborhoods are equal opportunity employers. All qualified applicants will receive consideration for employment without regard to, among other things, race, religion, color, national origin, sex, age, marital status, sexual orientation, gender identity, pregnancy, citizenship, status as a protected veteran, or status as a qualified individual with disability, or any other characteristic protected by applicable law. The Phipps Houses Group of Companies and Phipps Neighborhoods organizations are committed to integrity, excellence, and diversity among its employees.

Equal Opportunity Employer/Protected Veterans/Individuals with Disabilities