

Clinical Coordinator

East Flatbush, Brooklyn, New York, United States of America Req #154

ABOUT US: - We believe that everyone deserves a home!

In 1990, a small group of people came together to bring to scale a new model of housing for people who were experiencing or at risk of homelessness - permanent supportive housing. The result was Breaking Ground's Times Square residence.

Nearly 30 years later, the Times Square remains the largest supportive residence in the country, and thousands of people have been able to escape or avoid life on the streets by finding a home in one of its 652 apartments.

Today, Breaking Ground operates nearly 4,000 units of housing across New York City, along with housing in upstate New York and Connecticut. Supportive housing - affordable housing paired with wraparound services designed to help people maintain their homes for the long-term - is widely recognized as a proven and cost-effective solution to chronic homelessness.

But we didn't stop at providing housing. Breaking Ground's programs and services help people experiencing street homelessness - especially those who have been on the streets the longest - to come indoors. Through our Street to Home outreach program and transitional housing resources, we help people get, and stay, on the path to a permanent home.

The East Flatbush Safe Haven is seeking an individual to fill the role of a Clinical Coordinator. The Safe Haven uses a low-barrier approach to provide transitional housing to 110 chronically street homeless men who are referred from street outreach teams. The Safe Haven aims to provide a safe and supportive environment for individuals who have traditionally been considered unreachable & hardest to serve. Ultimately, the goal is to assist these individuals in securing permanent housing.

The Clinical Coordinator is responsible for ensuring that service provision is of the highest quality and is consistent with a Housing First/Harm Reduction approach. The Clinical Coordinator generally oversees a staff of five, liaises with psychiatric services, interacts daily with multiple outreach providers, and serves as a member of the East Flatbush management team.

The Clinical Coordinator holds an administrative role as well as a direct care role by providing support to front-line staff as well as any client in need. The population is extremely vulnerable and commonly struggle with multiple disabilities and dual diagnoses. All interactions with clients are clinically driven with the goal of improving the clients' wellbeing.

ESSENTIAL DUTIES:

- Provide clinical and task supervision to a team of full-time case managers.
- Promote a staff and resident culture that emphasizes housing placement as a measurement of success; ensure that

clients are ready for housing placement within 90 days of entering the Safe Haven.

- Oversee development implementation of individual service plans; ensure documentation of client contact and progress is comprehensive and timely.
- Assess and evaluate client functioning; contract for safety and intervene with all on-site crises.
- Coordinate and facilitate strength-based case conferences.
- Delegate and motivate both staff and residents to achieve success with permanent housing.
- Coordinate delivery of care with multiple service providers, particularly outreach teams and hospitals.
- Provide direct support and guidance to front-line staff, including security and house managers when managing difficult situations and successfully de-escalating conflict.
- Foster team building relationships.
- Provide constructive feedback; maintain an open-minded approach when it comes to supporting staff by tailoring approaches to each unique character.
- Willingness to perform other related duties as assigned.

MINIMUM QUALIFICATIONS:

- Must have LMSW
- Housing-based case management experience strongly preferred
- Previous supervisory experience
- Superb communication, negotiation, and collaboration skills; ability to work successfully with a wide range of internal and external stakeholders; must possess strong partnership building skills
- Strong problem-solving ability and creative thinking that can identify problems as well as develop solutions to the identified problem(s)
- Needs to demonstrate success when working in a fast-paced environment as well as confidence when enforcing deadlines
- High level of maturity and ability to manage role independently
- Minimum 5 years' experience working with chronically homeless populations
- Ability to maintain positive staff morale and prevent employee burnout
- Excellent assessment skills and high proficiency in completing annual performance evaluations
- Must possess an advanced level of strength-building and moral building approach by modeling motivational interviewing within the supervisory relationship
- Extremely organized and proficient in time management
- Must be flexible with varying work hours and shifts
- Must be willing to work late to accomplish deadlines as needed
- Expertise in navigating Microsoft Office, Microsoft Outlook Calendar; utilizing the calendar to organize schedule
- Experience working in a fast paced work environment with ability to balance work expectations
- Expertise in administrative duties to ensure quality charting such as comprehensive psychosocial assessments, detailed

progress notes, and goal-oriented service plans

- Expertise in the harm reduction model, safety contracting, motivational interviewing and de-escalation interventions
- Must be able to understand and accept each client without judgment
- Demonstrate high level of professionalism and maturity
- Positive attitude and integrity with the ability to accept feedback from peers and management
- Ability to navigate multiple software programs for auditing purpose

EOE/M/F/Vet/Disabled

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