



CARING FOR OUR COMMUNITY ONE PERSON AT A TIME

Job Description

Job Title: Care Coordinator – Children & Youth

Department: Community Care Coordination

Position Status: Non-exempt
Full Time

Supervised by: Program Manager

General Statement of Duties:

Under the direction of the Program Manager, this position provides community-based care coordination services to children and youth with mental health diagnoses and/or chronic medical conditions. This includes assessment and service planning, coordination, advocacy, support, and monitoring related to the goals driven by the client's treatment plan.

Specific Duties or Typical Work Activities:

- Completes intake and assessments and develops service plan based on the assessment process in coordination with care team
- Provides appropriate supports and services needed for progression of the goals including, but not limited to, assistance with arranging appointments, transportation, coordinating services with other providers, completing paperwork, and agency liaison activities
- Serves as advocate, link, monitor, support, and resource person for program participants
- Uses a comprehensive approach to the care coordination process by convening and leading interagency meetings, maintaining lines of communication and exchange of information, and completing plan reviews and progress reports
- Ensures continuity of care and completes discharge planning.
- Regularly conducts visits (home, school, community locations) with client to assess functional level, compliance, and progress
- Provides crisis management, as needed
- Uses appropriate time management skills to maintain up to date documentation and assessments for case record
- Other related work, as requested

Required Knowledge and Skills:

- Verbal and written communication skills
- Time management and self-initiation skills
- Knowledge of health, behavioral health, and social service systems
- Knowledge of basic care coordination processes, including assessment and planning
- Leadership skills and the ability to work in a team environment
- Computer and technology skills

Qualifications:

- Bachelor's degree in a qualifying area
- Must have a minimum of 2 years' experience working directly with consumers of mental health services
- Must be CANS-NY certified within 90 days of hire

Additional Expectations:

- Must have a valid NYS Driver License, an acceptable driving record, and adequate auto insurance coverage
- Must work the expected hours of 8:30am to 4:30pm, Monday through Friday
- Must comply with all Agency policies and procedures, using the Program Policy and Procedure Manual as a reference
- Required to understand and abide by the laws, regulations, policies, and procedures that apply to the program or service provided
- Required to report any known or suspected violation of laws, regulations, policies, or procedures related to programs, services, Agency operations, or personnel of the Agency
- Required to maintain accurate documentation including, but not limited to, purchase orders, petty cash, expenditures, mileage records, and time sheets