SOJOURNER HOUSE

JOB ANNOUNCEMENT: **SERVICE COORDINATOR**

The Service Coordinator provides parent-focused and case management services to women in a "women with children's" residential program. Provides family case management, assessments, develops service coordination plans, conducts individual and group sessions, and makes and tracks referrals to community providers under supervision of the Clinical Supervisor. The service coordinator is the woman's primary case manager for life skills and children support services. The work involves meeting quality assurance standards, licensing, credentialing and regulatory compliance, and achieving program and client outcome goals as applicable to women experiencing problems related to substance abuse, life skills, and parenting.

RESPONSIBILITIES

- Provides primary interventions with clients as required by licensing, credentialing and regulatory standards and in-house quality standards.
- Provides culturally competent services with consideration for the individual's racial, religious, sex, sexual orientation, age and ethnic background and identification
- In coordination with clinical counselors: Responsible for family case management for referral and community linkages to support recovery goals. Monitors client involvement in external services and ensures coordination of the service package with in-house treatment plan.
- Responsible for client case management for referral and linkage to the justice system, housing, and access to entitlements.
- Provides flexible program services to meet Sojourner House 24 hours/7 days a week requirement.
- Participates in the on-call rotation so is available by telephone as per the schedule.

REQUIRES

- A Bachelor's degree or higher in a human service area; or licensure in this Commonwealth as a registered nurse, with a minimum of two years of related experience, preferred. Associate's Degree or equivalent college credits plus two years directly applicable paid experience required. High school diploma or GED equivalent plus 3 years paid experience required.
- A demonstrated understanding of the dynamics of substance abuse, maternal addiction, and recovery methods; ability to conduct individual, family and group counseling session; knowledge of community resources and other support services; successful case management and record keeping skills preferred.
- A demonstrated understanding of the dynamics of child development and family addiction; working knowledge of community resources and child-serving systems, knowledgeable about child management techniques and child appropriate prevention and intervention activities; demonstrated ability to conduct individual, family and group counseling sessions and educational groups; successful case management and record keeping skills preferred.
- Because of treatment philosophy, persons identified or who have been diagnosed with an alcohol or other drug dependence be abstinent for at least two (2) years prior to employment and remain abstinent throughout employment.
- Because of our mission statement, must be supportive of faith-based approaches.
- A demonstrated understanding of the dynamics of child development and family addiction and mental health issues.
- Excellent written and verbal communication skills, and demonstrate value for excellent customer service
- Good computer/technology skills.
- Ability to manage multiple tasks.
- Ability to secure Act 33 and 34 clearances.
- Valid PA driver's license.

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SPECIAL CRITERIA

Ability to work the hours necessary to complete the work. Mandatory overtime may be required. Must attend and participate in scheduled staff meetings and in-service training.

Position is situated in a community-based residential facility treating addicted women and their children. Requires visits to high-risk neighborhoods and environments. Exposure to clients with substance abuse, mental illness, communicable diseases and physical aggressive altercations is highly likely.

Ability to work in indoor and outdoor environments and to endure exposure to clients with substance abuse, mental illness, communicable diseases and physically aggressive behaviors.

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

Must complete 40 hours of continued training within 1st year of employment (25 hours thereafter annually, including 6 hours HIV/Aids and 4 hours total of tuberculosis, sexually transmitted diseases and other health related topics during the first two years of employment, plus other areas of training that may be identified as essential to job performance.

Physical Requirements: Ability to lift and carry a 35 pound child. The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Ability to sit for extended periods and to stand, and bend or squat periodically.

Ability to access clients within or outside the residential facility to meet therapy/intervention services standards, including ability to drive and ability to climb up to five (5) flights of stairs when required. (The residential facility has no elevator.)

Sojourner House, Inc. offers a competitive salary and excellent benefits.

Qualified candidates are invited to submit *a current resume and a brief cover letter* to khightower@sjhpa.org.

Sojourner House, Inc. is an Equal Opportunity Employer.