**Position Title:** Client Care Coordinator  
**Reports To:** Program Director/ LCSW  
**Department:** Social Services  
**Employment Status:** Full-Time  
**FLSA Status:** Non-Exempt  
**Position Status:** Essential

### GENERAL JOB DESCRIPTION

The Client Care Coordinator will assess each family to understand their strengths and determine their service needs.

### DUTIES AND RESPONSIBILITIES

- Completes comprehensive biopsychosocial assessment with each family to understand strengths and service needs.
- Facilitates a team review of the biopsychosocial assessment.
- Provides short-term counseling, crisis intervention, risk assessment, safety planning and psycho-education (not psychotherapy).
- Conducts risk assessments.
- Collaborates with the Administration for Children’s Services (ACS) and/or preventive service agencies when a child’s welfare is involved.
- Participates in ACS conferences acting as an advocate for families.
- Makes referrals and appropriate community linkages.
- Facilitates group work (e.g., with young people, with fathers, etc.).
- Communicates and collaborates with service providers to enhance engagement and ensure quality services.
- Coordinates safety planning when needed.
- Prepares families and children to accept services.
- Provides educational trainings to staff.
- Facilitates quarterly family meetings with shelter staff to discuss planning efforts and progress.
- Prepares exit packets for families moving to permanent housing.
- In the event of an emergency, Essential Employees are required to report to work as scheduled.
- Duties and responsibilities are subject to change based upon assessment of company needs.

### SKILLS AND QUALIFICATIONS

- Master’s Degree in Social Work from an accredited school of Social Work.
- Must be a Licensed Master Social Worker (LMSW).
- Knowledge of child and adolescent development; emotional/behavioral health; mental health, parent-child relationships; family dynamics and diagnostic classification.
- Strong expertise in strength-based, solution-focused, and family-centered practice.
- Knowledge of guidelines, policies and regulations relating to child welfare, safety, permanency and wellness.
- Knowledge and experience with group-work, as well as, working with diverse cultures and ethnicities.
- Must be able to communicate effectively (verbally and in writing).
- Bilingual English/Spanish is strongly preferred.

If interested in this position please email your resume to spaolino@homelifeservices.org.