



Job Description

Job Title: Care Coordinator
Department: Program
Reports To: Program Director
FLSA Status: Nonexempt
Date Revised: 12/20/17

General description of work:

Working in a team environment, the Care Coordinator helps assist Case Managers coordinate with continuum of care partners while collocated at the Long Beach Multi-Service Center. The Care Coordinator would also assist Case Management participants and New Life Program graduates to re-enter society and the workplace. The Care Coordinator also works to plan, implement, evaluate, document, and modify processes, and to integrate the vision, culture, and core values of the Long Beach Rescue Mission in their work.

Essential Functions:

- Conducts client intake and assessment to evaluate the client's needs and connect them to corresponding services.
- Develops ongoing client service and housing plans.
- Maintains case records and required electronic reporting documentation in the Homeless Management Information System.
- Assists in obtaining source documentation for housing and support services.
- Pursues new referral contracts within the community to ensure contractual requirements are met.
- Provide regular, ongoing engagement to develop rapport and to provide linkages to treatment such as substance abuse, health services, and mental health services as needed.
- Assist in the completion of necessary documentation for public benefits and other services as needed.
- Assists with housing navigation and provides housing retention services and resource referrals.
- Serves as a liaison and advocates for households experiencing homelessness.
- Be part of an interdisciplinary team that includes social service organizations, mental health and substance abuse treatment programs and health care providers.
- Participates in case conferences and case reviews with colleagues, partnering agencies, and other supportive services.
- Participates in staff development activities.
- Develop relationships with landlords to secure available permanent housing units for those experiencing homelessness and to address any issues that arise.

Knowledge, Skills, and Abilities:

- Must be skilled in program development
- Excellent planning and organizational skills
- Ability to develop budgets and manage expenses
- Must be skilled and comfortable working in a collaborative team-leadership environment
- Good verbal and written communication skills including excellent ability to articulate program, vision and purpose of ministry across church and secular groups
- Ability to effectively handle multiple tasks as assigned
- Ability to anticipate and assess the needs of current and prospective case management guests
- Skill in organizing work of self and others.

- Skill in both verbal and written communication

Personal Attributes and Values:

- A personal relationship with the Lord Jesus Christ and a deep desire to serve Him
- A consistent witness for Jesus Christ
- Exhibits spiritual maturity as defined by evangelical biblical standards
- Has a heart of compassion and caring toward the homeless and hurting
- Passionate about ministering life transformation in a multi-ethnic urban ministry setting
- Demonstrates a courteous and Christ-like manner with internal and external partners
- Possesses and demonstrates excellent integrity

In any position with the Long Beach Rescue Mission, it is impossible to predict the many requests and assignments that can and will be made on an employee. This is the case with this position. Flexibility and a cooperate spirit are crucial characteristics of the person who holds this important position and for the successful operation of the Long Beach Rescue Mission services.

Minimum Qualifications: Bachelor's degree in field appropriate to area of assignment; OR, Six years of progressively responsible administrative/coordinator program experience; OR, Any equivalent combination of experience and/or education from which comparable knowledge, skills and abilities have been achieved.

Supervisory Responsibilities and Relationships: Works closely with and coordinates with Program staff, continuum of care partners and clients. Reports to and is evaluated by the Program Director.

Requirement: Long Beach Rescue Mission is a 501(c)(3) non profit, evangelical Christian Ministry; as such employees must share the Mission's Statement of Faith and Lifestyle, and adhere to the Mission's employee policy manual and guidelines set forth by the CEO.

Please submit resume to: cpena@lbrm.org
Cindy Pena, Office & HR Administrator