



Job Description: Client Care Coordinator – Life Skills

Job Title: Client Care Coordinator [previously “Case Manager”]

Reports To: Program Director-Life Skills

Qualifications:

1. Bachelor’s degree in Social Work or related field, and at least one year of similar case management experience with low-income and at-risk and single-parent families.
2. Expresses full agreement with ministry’s Statement of Faith and Mission Statement.
3. Complies with the policies and procedures of the ministry.
4. Is self-starter, dependable, stable, and capable of following through on commitments.
5. Is compassionate towards and has a sincere desire to reach out to women seeking the services provided at BsideU for Life.
6. Maintains a consistent life-affirming philosophy and would never refer or advise a woman to have an abortion.
7. Knowledge of community resources and counseling/social work practices with high risk populations.
8. Experience working with persons in crisis.
9. Good documentation skills and excellent written and verbal communication skills, and an ability to establish rapport with clients, co-workers, and volunteers.
10. Ability to motivate others toward achieving goals.
11. Ability to work independently with a strong sense of focus; task-oriented, nonjudgmental, with a clear sense of boundaries.
12. A strong sense of and respect for confidentiality involving both clients and fellow employees.
13. Ability to work in a variety of settings with culturally-diverse families and communities with the ability to be culturally sensitive and appropriate. Transitions well between secular and Christian communities.

Responsibilities:

1. Case management services: provide new and/or existing client assessments, short and long-term case-plan development and management, progress monitoring, and connection to advocacy and community referrals.
2. Emergency triage: provide crisis intervention for pregnancy center clients as well as students participating in life skills programming as needed.
3. Resource Facilitation: act as the point of contact for resource allocation and/or placement with partner organizations and/or government agencies such as emergency housing, recovery centers, food stamp acquisition, and others forms of client services and advocacy.
4. Assists Program Director with identifying, vetting, and scheduling community partners to offer pertinent course work and/or informational sessions as part of our Life Skills programming.



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5. Connect with community partners weekly, by in-person or virtual meetings, to establish new or cultivate existing relationships and identify community resources and providers that could be helpful to clients and provide services not available at BsideU.
6. Attend networking events (in person or virtual) that allow you to increase your awareness of resources in the community and present BsideU positively as a resource for clients served by those partners who fit our target demographic.
7. Documentation: Ensure accurate and complete data from client care activity is input into ministry database and maintain hard copy files on clients served as needed.
8. Provide classroom instruction to augment other teaching staff and volunteers in Life Skills ministry.
9. Certify that all documents submitted on behalf of a client to community partners or agencies are valid and submitted in a timely manner.
10. When appropriate and helpful to clients, coordinate care with staff counselor.
11. Participate in regular staff meetings, staff training programs, supervisory sessions, and accept the responsibility for aiding the development of positive team relationships as requested.

The intent of this job description is to provide a representative summary of the major duties and responsibilities of this job. You may be asked to perform job-related tasks other than those specifically presented in this job description.

Signature

____/____/____
Date