



HOPE HARBOR, INC. POSITION DESCRIPTION

JOB TITLE: SERVICE COORDINATOR

SUPERVISOR: DIRECTOR OF CLINICAL SERVICES

The Service Coordinator has the responsibility of performing duties within the Clinical and Advocacy departments. This position will be clients' first point of contact with the agency to begin the coordination of services including interagency and outside referrals. The Service Coordinator will also assist others in the Clinical Department in the coordination services for existing clients, and relationship building with community partners to increase the number of referrals to the Clinical Department. The position responsibilities will be supervised by the Director of Clinical Services.

RESPONSIBILITIES

1. Provision of Direct Service

Case Management/Crisis Intervention (80% of Position)

- Conduct initial intake of clients transitioning to the Clinical Therapy Department and complete appropriate paperwork and permissions to treat
- Provide up to three crisis counseling/information sessions for clients on the Clinical Therapy Department's waiting list.
- Develop and provide clients with a plan to assist in dealing with the immediate problems which arise as a result of the victimization.
- Administer appropriate evaluations and self-administered assessments to be interpreted by qualified staff.
- Answer crisis line telephone calls during business hours and respond to hospital advocacy requests when schedule allows.
- Gather personal information relative to perspective clients for follow up
- Provide crisis intervention, referrals, and information services on the telephone and in person
- Follow-up with individuals who give permission following emergency medical advocacy and crisis line calls.
- Coordinate services and follow-up on referrals made to community partners
- Accept referrals and/or requests for service and enter information in client information system.
- Actively participate in Clinical Team Meetings for client assignment, consultation, discussion, and program development and improvements.
- Coordinate legal and personal advocacy services for the victim and families.
- Attend Advocacy Departmental meetings
- Respond to crisis calls/texts during office hours and/or medical advocacy requests when available.

- Participate in the on-call back-up rotation for the crisis intervention program including crisis line/text line and medical advocacy services.
- Provide crisis intervention services for survivors at detention centers as requested.

Community Engagement (10% of position)

- Build relationships with community partners to increase referrals for services. Actions includes emails, phone calls, meetings, providing Hope Harbor information pamphlets/referral forms, and attendance at partner sponsored community events.
- Enhance community engagement through education and training for service providers and community partners.
- Provide support for groups and presentations for justice involved and recovery populations.

2. Administrative Responsibilities (5% of position)

- Maintain appropriate statistical/service information a daily in the shared excel form to be reviewed by the Administrative Program Assistant.
- Attend monthly staff meeting.
- Maintain appropriate records of community engagement programs scheduled and presented, and the demographical information for each program presented

3. Other duties (5% of the position)

- Travel within the Barren River Area Development District to provide direct client service and community outreach.
- Assist with crisis intervention training for volunteers and new staff.
- Other duties as assigned by the Director of Clinical Services and/or Executive Director

PRIOR QUALIFICATIONS

- Bachelor’s Degree in Psychology or Human Services Area required, plus one year experience in related field (preferred).
- Commitment to work against discrimination of any protected status including, but not limited to race, color, religion, age, sex, sexual orientation, gender identity or expression, pregnancy, disability, national origin, or citizenship.
- No prior history of criminal behavior.

POSITION TRAINING REQUIREMENTS

- Complete (8) hours of related training prior to any direct (client) services.
- Complete the required (40) hour Crisis Intervention Training within three months of hire.

- Participate in training regarding HIPAA related policies and procedures within 6 months of hire.
- Participate in at least eight (8) hours of continuing education annually relating to the field of sexual trauma, but could require up to twelve (12) hours per funding requirements. The yearly continued education must include a minimum of (3) hours of anti-oppression related topics.
- Complete approximately (2) hours of Kentucky Department of Juvenile Justice and Department of Corrections volunteer training to be compliant with Prison Rape Elimination Act (PREA).
- Complete yearly licensure continuing education requirements (if applicable)

POSITION QUALIFICATIONS & SPECIAL SKILLS

- Proficiency in Microsoft Office, Zoom, Stratus Video Equipment and Pacific Interpreters Language Line, and ease in adaptation to new technology
- Experience working with trauma assessment tools and screening tools for individualized care
- Working knowledge of trauma informed care and practice
- Proficiency in crisis intervention/trauma impacts and trauma reduction techniques
- Ability to interface and engage with diverse populations
- Ability to operate independently with minimal supervision
- Excellent organizational and time management skills
- Excellent interpersonal and oral skills
- Works well in a team environment
- Ability to foster relationships to ensure supportive/collaborative environment with community partners
- Experience developing resources and maintaining community service referral networks
- Ability to work at a brisk pace
- Ability to work with people in crisis situations
- Ability to work effectively under stress
- Commitment to developing self and others

I have read and understand the above duties and responsibilities of this position and agree to abide by them. I understand that upon failure to perform the required duties, appropriate disciplinary action or termination will follow.

Signature of Employee

Date