101 E Market Street
Aberdeen, WA 98520

JOB DESCRIPTION

PROGRAM: Housing & Community Services

TITLE: Care Coordinator I

JOB CLASSIFICATION: Care Coordination Specialist

SALARY RANGE: $25.24-27.60/hourly

DEPARTMENT: Housing & Community Services

IMMEDIATE SUPERVISOR: Orientation Program Specialist

SUMMARY DESCRIPTION: This position provides comprehensive care coordination for individuals experiencing homelessness or housing instability. The Care Coordinator works with participants to develop individualized support plans to achieve housing stability and move toward self-sufficiency. The Care Coordinator interacts with diverse community supports, including behavioral health, substance abuse treatment, physical health, criminal justice, benefits management and employment.

This is a full-time, hourly position. The position is based in Raymond WA, but may occasionally require travel to and work in our Grays Harbor and South Pacific County offices.

FUNCTIONAL RESPONSIBILITIES:

1. Coordinate care that is safe, timely, effective, efficient, equitable, and client-centered.
2. Accept case assignments in a timely manner, review case progress, and determine program exits.
3. Help clients achieve wellness and autonomy.
4. Complete comprehensive assessments including the goals, steps to achieve goals and resources needed to achieve self-sufficiency.
5. Maintain regular communication with tenants, landlords, community partners, funders, and management.
6. Educate and inform applicants of program requirements and responsibilities.
7. Provide skills training in household budgeting.
8. Advocate and refer for services, including financial assistance, legal aid, housing, job placement, education, primary healthcare, mental health, substance treatment and other client-identified needs.
9. Coach participants to improve self-advocacy.
10. Complete all required documentation, including but not limited to progress reports, client eligibility, enrollment, tracking, and contacts with or on behalf of individual participants.
11. Collect data and prepare reports as mandated by program procedure within the agency.
12. Attend scheduled interdisciplinary team meetings and supervisory sessions.
13. Complete all training required for the Care Coordinator position, and actively engage in developing a Professional Development Plan.
14. Positively represent CCAP in the community, including external meetings and forums.
15. Positively contribute to healthy, collaborative department and agency cultures.

MINIMUM QUALIFICATIONS

1. Lived experience with demonstrated success in self-advocacy. 2 years related professional experience or a related peer certification may substitute.
2. Current WA Driver's License and auto insurance for frequent travel throughout the county to meet and transport participants. Clear driving record is required.

PREFERRED QUALIFICATIONS

1. Lived experience with homelessness and factors associated with housing instability.
2. Bilingual- English/ Spanish
3. Certified Peer Counselor training (or desire to obtain upon hire)
4. Proficiency in Microsoft word
5. Motivational interviewing skills
3. Excellent oral communication skills.
4. Organizational and time management skills.
5. Problem-solving skills
6. Other cultural competencies that contribute to the agency's effectiveness in serving diverse populations.
7. AA/BA/BS degree in related human services field.

LOCATION/WORKING HOURS: This is a full-time, hourly position. The position is based in Raymond, WA, but will require travel to our Grays Harbor County office and occasional travel for training purposes. Program hours of operation are 8a – 5p M-F, but may occasionally vary.

This position is subject to pre-employment drug testing.

It is the policy of Coastal Community Action Program to assure that no individual be excluded from employment or employment opportunities on the grounds of race, color, age, sex, religion, national origin, marital status, or presence of sensory, mental or physical handicap, or Vietnam era and disabled veterans, or be denied the benefits of any of the agency's employment opportunities or delegate or contracted project agency.