

## Oklahoma Systems of Care Care Coordinator (CC) Job Description

### **MINIMUM QUALIFICATIONS:**

Graduation from a recognized university with a bachelor's degree in the field of social or human sciences. Minimum of one-year work experience with juveniles in the mental health field or related social service field.

### **SPECIAL KNOWLEDGE, SKILLS AND ABILITIES:**

Ability to evaluate situations and adopt an effective course of action, to delegate responsibilities, organize and present facts effectively.

Ability to establish working relationships with clinical, administrative, and support staff in order to develop professionalism and coordination within the team.

Able to establish and maintain an effective working relationship with fellow employees, consumers, family members and the public.

Ability to see, hear and speak clearly to interact with staff, consumers, family members, administration and the community, both in person and on the telephone.

Ability to maintain strictest confidentiality guidelines for interactions regarding consumer and family information.

Ability to work well under pressure meeting deadlines with efficiency and consistency while maintaining a balance between good physical and mental health and the job requirements.

Such specialized training and/or certification in mental health services or related field as may be required in order to provide adjunctive services, i.e. Juvenile Case Management Certification, SOC training and updates, etc.

Personality and mature presentation of oneself demonstrating the ability to work with various systems while maintaining objectivity and cooperative attitude.

Current Oklahoma Operator's License.

Must be able to climb stairs and access non-handicapped equipped residences/facilities.

### **EXAMPLE OF POSITION RESPONSIBILITIES:**

The Care Coordinator is to provide targeted support services, to provide a system of care that is child-centered with the needs of the child and family dictating the types and mix of services provided, to assist in preventing an out-of-home placement. To be effective, the CC will work with children in their homes and communities, incorporate the entire family in the treatment program and be focused on their strengths as well as the child's age and cultural heritage.

Under the immediate supervision of the Project Director, the CC performs the following duties:

1. Schedule, coordinate and facilitate Wraparound / family teams.
2. Complete initial wrap plans, strengths and culture discoveries and intakes as needed; update and modify wrap plans as needed.
3. Complete flex-fund requests when necessary.
4. Monitor and evaluate services provided to the families. Contact families as needed to monitor progress and inquire about new needs.
5. Facilitate or co-facilitate Family Team meetings and may type the agenda. Contact referred families and the referral source for screening. Notify family team members of team meeting dates and dates.
6. Provide the data entry clerk with new family team lists and approved referrals.
7. Other duties as assigned by the Project Director.

The Care Coordinator function will be initiated through a non-diagnostic interview with the client and his/her family to assess service needs. The CC will identify needed services by completing a strengths assessment and develop a care plan. The CC will recognize that the individual juvenile consumer and his/her family have different barriers to social, economic, and employment opportunities and varied levels of need to overcome these barriers. The goals for each juvenile consumer as identified in the family team will be tailored to reflect a juvenile consumer's particular needs in order to realize his/her full potential.

The coordination of services between agencies will be an on-going task for the CC. The CC is expected to develop cooperative working relationships with all agencies serving juveniles, from which a consumer might be expected to receive direct or indirect services, as well as establishing and maintaining a therapeutic relationship with those juvenile consumers and their families who are in need of support. In addition, CC is expected to possess skills necessary to provide immediate crisis intervention on a 24-hour basis.

The CC will need to maintain close communication with the Project Director, FSP and other clinical and administrative staff in order to assure the highest quality of services is delivered to the juvenile consumer and his/her family.

**HIPPA:** These positions are permitted to locate information necessary to follow through with their position responsibilities, (i.e. looking for a signed consent, locating insurance information.) Information should be requested through the Medical Records staff initially or under the supervision of Medical Record staff.

**REPORTS TO:** Project Director and/or Assistant Director

**HOURS:** Part-time. Evening and/or weekend work will be required.

If you believe you are qualified for this position, please submit a resume and a letter of interest for this position which includes professional abilities that meet requirement for this position to: [dirtx@latinoagencyokc.org](mailto:dirtx@latinoagencyokc.org) or mail your documents to: 420 SW 10th

Street Oklahoma City OK 73109. Applications are accepted for consideration until positions filled. Immediate hire. If you do not meet requirements, please do not apply.