



## CARE COORDINATOR

The Care Coordinator provides social work services, case management, and support to scholars at Ella's House. Responsibilities include conducting assessments, developing treatment plans, coordinating services, advocating for clients, and connecting with the community and staff to ensure wrap-around care. This is an on-site position.

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### Essential Responsibilities:

- Identify barriers to client success and make appropriate referrals. Interact closely with community organizations to remain current on available resources, to disseminate accurate information; advocate for scholars and train others to make appropriate referrals.
- Maintain accurate and confidential records for each scholar, documenting resident behaviors, incidents, interactions, and progress consistently and ethically.
- Conduct outreach in the community to educate on maternal mental health services that are available and help to implement culturally responsive, trauma-informed services.
- Collaborate with schools, families, and community members to remove barriers to academic success.
- Facilitate mental health workshops and professional development.
- Manage 1-6 cases, conducting individual sessions at least three times per week, with ongoing assessments and reviews in mental health, social services, baby health and care.
- Data Management: Track client data, submit reports, and maintain confidential records.

### Additional Responsibilities:

- Conduct intake and orientation to the program and house in a timely and caring manner in conjunction with program staff.
- Conduct exit interviews and planning with residents departing the program
- Provide support and assistance to volunteers as needed.
- Develop an understanding of agency and program policies and procedures,
- Implement policies appropriately and interpret to residents and volunteers.
- Protect the confidentiality of scholars at all times.
- Attend staff meetings, in-service training sessions, and other meetings as requested.
- Perform other duties as assigned.

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### Qualifications

- Education: Bachelor's Degree in social services (required), Master's preferred. Relevant degrees include social work, psychology, counseling, and criminal justice.
- Experience: Minimum two years of related experience in counseling or case management for Bachelors' level. Experience with at-risk populations, case management, and community resources.
- Core Skills: Strong organizational, communication, and problem-solving skills; ability to work independently and collaboratively.
- Technical Competency: Proficiency in MS Office, Google Docs, and database management.
- Schedule: Flexibility, ability to manage occasional after-hours work, and comfortable working in diverse settings.

### Physical Requirements:

- Ability to carry materials with various weights up to 25 lbs.
- Ability to move throughout the building and sit or remain stationary for extended periods.



- Manual dexterity required for typing and the use of standard office equipment.
- Ability to speak concisely.
- Tolerant to various noise levels: noise level in the work environment varies – may be very quiet to loud.

Other Requirements:

- The position requires the incumbent to have a valid driver's license and transportation
- Ability to work flexible hours, including some weekends and evenings.
- Willingness to support the mission of Ella's House and ability to convey its importance both verbally and in writing.

Skill Competencies:

- Ability to successfully function under pressure in critical situations.
- Ability to interact effectively with both mothers and children.
- Ability to interact with diverse backgrounds and socioeconomic levels.
- Effectively manage conflict and crises.
- Strong problem-solving and analytical thinking.
- Ability to exercise sound judgment and discretion.
- Sensitivity to the needs of scholars and their children.
- Excellent organizational and time management skills
- Excellent interpersonal and relationship-building skills.

This is a contract position and hours are anticipated to be between 6-18/week but are not to exceed 20. Salary will be determined based on experience and education. Hourly rate will fall between \$30-\$35/h

To Apply: email Elise Jenkins, Executive Director, at [elise@ellashouse.org](mailto:elise@ellashouse.org)

*We are committed to building a diverse and inclusive team that reflects the communities we serve. For this role, we are actively working to prioritize candidates from underrepresented backgrounds to ensure a wide range of perspectives and experiences are represented.*