

Care Coordinator

Location: Chattanooga, Tennessee

Hours: Full-Time Exempt

Travel Requirements: Statewide

Minimum Requirement: Master's degree + experience

Position Summary:

The Care Coordinator of Street Grace will provide strategic and tactical leadership for survivor services in the Tennessee market. This position will craft and lead the implementation of all policies and procedures related to survivor services, referrals, and collaborative relationships. The Care Coordinator is a direct service position, responsible for managing a caseload of survivors. This position is responsible for providing intensive case management services, including: in-person intervention services, coordination of care, communication with service providers, and continuous case monitoring. This position is intended to be a consistent support for the survivor throughout the process of healing and restoration. This position reports directly to the Vice President of Federal Services.

Primary Duties and Responsibilities:

- Deliver trauma-informed services within an intensive Case Management framework to each survivor on the assigned caseload.
- Complete an Individual Care Plan with each confirmed survivor. This includes recommending and linking services, intervention, resources, legal services, and housing, if needed
- Engage with potential community service providers that will support survivors served through Street Grace; act as a liaison to partners/service providers; make referrals as needed
- Conduct surveys and assessments with survivors to determine quality of services and track outcomes
- Ensure proper reporting and documentation of services, contacts, and communications with survivors and outside providers
- Prepare and update weekly, monthly, and quarterly summary of cases and other information as needed
- Engage with potential community service providers that will provide services and support to survivors
- Assist in the creation of a resource guide with all referral services and community partners
- Track data and outcomes for the program, to meet goals in the VOCA grant program

Qualifications and Experience:

The Care Coordinator will be a highly motivated self-starter and demonstrated leader with a Master's degree in social work, counseling, public health or psychology and 3+ years of direct services experience. Candidate will be licensed or be able obtain a licensure in their degreed field

or a case management certification. If you do not have a license/certification, you must complete within 6 months after your start date.

The ideal candidate for this position will possess the following qualities and attributes:

- Culture and mission-driven – extremely passionate about the work and mission of Street Grace
- A can-do attitude and willingness to go the extra mile in service of our mission
- An unwavering commitment to executing with excellence
- Exceptional interpersonal skills and a commitment to representing Street Grace with enthusiasm, warmth, and professionalism
- Strong written and oral communication skills
- Excellent critical thinking, problem solving, and organizational skills
- Experience in a direct services setting and delivering services to clients
streetgrace.org
- Knowledge and understanding of trauma-informed, survivor-centered, individualized, and culturally competent service delivery model

Compensation and Benefits:

Compensation includes a competitive salary and benefits package. Salary is up to 65K. Benefits include paid sick, holiday, and vacation days, flexible work schedule, and health, vision, and dental insurance.

How to Apply:

Please email your resume and a cover letter to Shanequa@streetgrace.org, noting “Care Coordinator” in the subject line. In your letter, please include your interest in Street Grace, alignment with our mission and values, direct service experience, and last 2 years compensation history. Resumes without a cover letter will not be considered.