



JOB DESCRIPTION: Specialized Care Coordinator

Job Title:	Specialized Care Coordinator	
Department:	Operations	
Reporting to:	Clinical Manager	
Department Head:	Chief Operations Officer	
Level: <u>Individual Contributor</u>	Type of position: <u>Full Time</u>	FLSA Status: <u>Exempt</u>
Position Summary		
<p>The Specialized Care Coordinator plays an important role in helping youth and families get the support they need to heal from trauma and build protective factors. The Specialized Care Coordinator will advocate, support, and guide youth and families to obtain necessary treatment. This position will primarily work with families affected by problematic sexual behaviors (PSBs), both the child/youth and family harmed by PSB, as well as the child/youth and family who initiated PSB and those affected by and survivors of sexual abuse. This position also provides opportunities to gain skills in trauma informed and trauma responsive care while being part of a statewide initiative to improve access to medical and mental health services in New Jersey.</p>		
Key Responsibilities		
<ul style="list-style-type: none"> • Conduct intakes and screening of referrals received from the State Central Registry (SCR) specialized unit • Develop a resource inventory and network of support with related system partners. Work with families, agencies and clinicians to coordinate referrals for evidence-based trauma treatment. • Establish a professional working relationship with the Prosecutor’s Office, Juvenile Court Judge, Family Court Judge, DCP&P, Regional Diagnostic Treatment Center, Child Advocacy Centers, PSB treatment providers to facilitate planning for youth to remain in the community and receive wraparound services when appropriate. • Attend local CAC (Child Advocacy Center) multidisciplinary team (MDT) meetings when appropriate. • Educate community partners (schools, law enforcement, mental health providers, etc.) on the new therapeutic framework for supporting and healing in PSB cases. • Report out to Youth Services Commission (YSC) and Children’s Inter-Agency Coordinating Council (CIACC) as needed. • Manage and track referrals. • In order to perform the duties of this job effectively, the agency requires the SCC are to carry a valid US driver’s license and the ability to drive throughout the day to meet with youth and families as well as System of Care partners at various locations throughout the Tri-State Area. • SCC will submit complete documentation on a timely basis • Strictly enforces confidentiality regulations and HIPAA at all times <p>To perform this job successfully, an individual must be able to perform each key responsibility satisfactorily. The responsibilities listed are representative of the knowledge, skills, competencies, qualifications, experience, and/or ability required.</p>		
Knowledge		

<ul style="list-style-type: none"> ▪ Wraparound philosophy, principles, and process ▪ New Jersey System of Care – processes and partners ▪ MIS - standard reporting, documentation, referral, and authorization processes ▪ Broad understanding of our customer base (i.e. children, families, human service agencies, schools, etc.). ▪ Knowledge of community resources ▪ Child development and psychology ▪ Child/adolescent behavioral health and management (including DSM-V) ▪ Knowledge of educational system, including special education ▪ Knowledge of child welfare system ▪ Knowledge of Juvenile justice system ▪ Knowledge of child protection services 	
Skills	
<ul style="list-style-type: none"> ▪ Use of Agency technology tools - CYBER, MS Office365, Outlook, Mercer Resource Net, Power BI, Digital Data Recording System (DDRS), and other collaborative tools ▪ Strength and needs assessment ▪ Team facilitation ▪ Motivational techniques ▪ Ability to effect change through influence ▪ Conflict management ▪ Leadership ▪ Time management ▪ Crisis management ▪ Communications (oral and written) ▪ Advocacy ▪ Organization and prioritization skills ▪ Active listening ▪ Problem solving ▪ Responsible driving 	
Competencies	
Engagement	Establish common agenda with stakeholders based on shared concerns; motivate and mobilize others to build momentum to get things done; invest in time and energy to form coalition; form collaboration and drive results through influence.
Team Facilitation	Invite the right members to the team; create a safe and encouraging team environment; understand and leverage team members' strengths; establish common agenda to engage team participation; assign meaningful tasks to team members and remove barriers for team goals; keep team members informed of team progress; keep communication channels open for all.
Change Agent	Take initiative to improve existing work conditions and processes; identify new opportunities to challenge the status quo in support of the Wraparound values and principles; become a facilitator of change; help others adapt to new business conditions.
Communication	Clearly convey information and ideas to others through a variety of media and formats, tailor the methods and language to the audience to facilitate understanding and retention of the messages; personalize the exchange of information to develop buy-in and commitment in others.
Youth and Families Focus	Make families and their needs a primary focus of actions; strive to meet or exceed family expectations; develop and sustain productive internal and external customer relationships.
Conflict Management	Manage diverse and opposing ideas to create healthy tension among different parties; leverage difference of opinions to encourage diversity and creativity; promote productive dialogue to increase mutual understanding among parties and achieve win-win for all; resolve confrontation and disagreements in a constructive manner
Professional Skills/Expertise	Stay up-to-date in own profession; apply latest knowledge and best practices to the job in order to enhance performance of the entire organization; share new learning with

	team members; innovate and create processes and practices that fit the culture and business needs of the organization.		
Personal Qualities			
<ul style="list-style-type: none"> ▪ Detail-oriented ▪ Striving for quality ▪ Take initiative ▪ Responsible and accountable ▪ Non-judgmental/empathetic/compassionate ▪ Innovative/creative ▪ Flexible/adaptive to changing environment ▪ Can work independently ▪ Personable/easy to connect with people ▪ Collaborative ▪ Culturally competent ▪ Assertive ▪ Optimistic ▪ Persevering ▪ Self-Awareness 			
Qualifications: Education and Experience			
<ul style="list-style-type: none"> ▪ Education: BA/BS degree in a relevant field (e.g. social work, counseling, psychology, psychiatric nursing, criminal justice, special education) ▪ MS, MA, MSW degree desirable ▪ LSW or LAC licensure desirable ▪ Experience: Minimum 1-year experience working with at-risk children and their families 			
Other Qualifications (certification, licensure, etc.)			
<ul style="list-style-type: none"> ▪ Knowledge of community resources ▪ Effective communications (oral and written) in English and Spanish (if bilingual) ▪ A valid US driver's license is required. ▪ Pre-employment background check and regular motor vehicle record check are required. ▪ The agency provides 24x7 service coverage and care managers are required to be on call on rotational basis. ▪ Bi-lingual skills a plus 			
Work Environment			
<ul style="list-style-type: none"> ▪ Daily work hours may vary depending on the needs of the families served. In addition must be able to work a flexible schedule to accommodate families' needs when it comes to scheduling visits. ▪ While performing the duties of this job, the employee is regularly required to perform some or all of the major life activities including sit, stand, walk, talk, type, hear, and make phone calls. ▪ Occasional light lifting may be required. 			
Approved By:	Deb Megaro	Last Update:	8/1/2023

*Note: Job duties described herein are not all inclusive. Job description may be changed at any time.

ACKNOWLEDGMENT:

I have read and acknowledge receipt of this job description and agree to have the ability to perform the responsibilities as described above. I understand this job description is intended to describe the general nature and level of work performed by persons assigned to this classification. It is not intended to be an exhaustive list of responsibilities, duties, and skills required of employees who hold this position. I further acknowledge my understanding that reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. It is the employee's responsibility to inform his/her manager or human resources of the need for a reasonable accommodation.

Employee (Print)

Supervisor (Print)

Employee Signature

Supervisor Signature

Date

Date