



## Job Description

**JOB TITLE:** Case Coordinator (Bilingual – English/Spanish)  
**FLSA STATUS:** Exempt  
**REPORTS TO** Direct Services Manager – Residential  
**DATE REVIEWED:** June 2009

**JOB SUMMARY:** Partners with clients to develop and monitor case plans. Provides individual and group sessions. Develops a network of resources throughout the community to enhance the ability to be a liaison for clients.

### RESPONSIBILITIES COMMON TO ALL AGENCY EMPLOYEES:

- Maintains confidentiality and trust for all employees, participants and visitors.
- Consistently displays culturally sensitive behavior and communication for all employees, participants and visitors. Seeks to expand knowledge base to increase cultural sensitivity
- Seeks win/win solutions, values interdependence, shares a common sense of responsibility for the whole
- Acts in a manner that presents the agency in a positive light, and furthers a positive image for the agency. Demonstrates a positive and respectful personal appearance. Contributes to a clean and orderly facility appearance.
- Demonstrates respect, courtesy and dignity for all.
- Responds in a timely manner in all aspects of communication.
- Maintains safe working environment for self, other employees, and visitors in accordance with applicable standards relevant to the position's job duties
- Displays adaptability and flexibility to encourage team, participant and agency health including: initiating improvements, demonstrating problem solving and creativity, demonstrating motivation for change and enhancement of the organization.

### ESSENTIAL DUTIES:

- Provide operational supervision to Center Assistants at all locations
- Develops, implements and monitors case plans with all clients
- Meets weekly with clients to help them achieve the desired outcomes
- Consistently reviews and updates clients' safety plans
- Responsible for ensuring clients successfully navigate the social systems in order to get the services they are requesting and helping remove any barriers
- Assists clients in understanding the court proceedings and helps them prepare for what to expect.
- Provides support and guidance to clients to ensure orders of protection are obtained and facilitates access to additional legal support when necessary
- Provides referrals and resources to clients
- Facilitates support groups under the direction of the Clinical Manager
- Responds appropriately to callers on the crisis line
- Networks with community agencies, assessing available services appropriate to client needs
- Appropriately maintains accurate information in Client Track.

- Attends monthly in-service training
- Uphold all laws, policies, and procedures of the State of Arizona, The City of Tucson and EmERGE!
- Rotates on-call responsibilities
- Other related duties as required

**OTHER SKILLS:**

- Excellent written and oral communication skills
- Highly organized and able to multi-task
- Proficient computer skills using MS Programs. Data Base knowledge helpful
- Crisis intervention and case management skills
- Ability to liaison and network with local agencies
- Ability to organize information on community resources
- Familiarity with local resources and referrals
- Capable of working well under pressure and/or deadlines
- Work effectively as a team member
- Ability to work well independently and be self-motivated
- Effective time management skills

**EDUCATION AND/OR EXPERIENCE:**

- A minimum of a bachelors degree in human service field, Equivalent combination of experience and education may substitute for education
- Licensed by the Arizona Board of Behavioral Health Examiners as a social worker, professional counselor or marriage and family therapist preferred
- Bi-lingual (English/Spanish) required
- Minimum of two years experience in a social service agency
- Must be at least 21 years old
- Valid Arizona Drivers License
- Proof of Automobile Insurance
- Fingerprint clearance
- Certified in CPR and First Aid (if in residential unit)
- Negative TB test (if in residential unit)

I have read and understand the job description as outlined.

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Employee Signature

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Date

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Employee Name Print