

Job Description Care Coordinator

THE POSITION

The Care Coordinator's role is to help Our Second Home (OSH) clients access needed services in order to strengthen family life and provide a healthy, nurturing, and supportive environment for themselves and their children. The Care Coordinator along with the family and other OSH staff will create a family service plan, using clinical and community systems knowledge to broker and advocate for services, coordinate and monitor implementation of the plan. The Care Coordinator will provide in-house direct services to adults and children, provide screenings using the "*Ages and Stages Questionnaire*" and will facilitate referrals to other community resources, ensuring families access the services delineated within their plan. Services will be provided emphasizing individual and family strengths with a positive prevention approach. The Care Coordinator will also act as part of a team in educating Parents and child care providers in best-practices of early childhood development. The Care Coordinator reports to the Early Childhood Family Support Center Program Supervisor.

The Care Coordinator is part of a small multi-disciplinary team in a comfortable, hard-working environment that provides services and referrals to families, educators and caregivers of young children in a family-friendly neighborhood center. Our Second Home is part of The Daly City Peninsula Partnership Collaborative serving children and families in Daly City neighborhoods.

COMPENSATION: Full time position, salary depending on experience.

EDUCATION AND EXPERIENCE

Any combination of education and experience that would likely provide the required knowledge, skills and ability is qualifying, unless otherwise specified. A typical way to qualify is:

- Bilingual English/Spanish speaking and writing fluently required.
- A Bachelor's or graduate degree in the human or social services fields of service delivery, including social work psychology, counseling, family therapy, or related field.
- Extensive experience in multi-cultural service settings.
- Experience providing case management to young children, ages birth through age five, and their families is highly desirable.
- Experience and knowledge of the range of agencies and services in San Mateo County, specifically those in North County.
- Experience working with a collaborative or project team.
- Experience in a community mental health setting working with families of diverse backgrounds.
- Familiarity with early childhood development
- Knowledge and experience performing developmental screenings using the Ages and Stages Questionnaire.
- Knowledge of and experience with: family violence and child abuse, substance abuse and drug/alcohol counseling, prenatal to five mental health issues, children with developmental delays and/or special needs.
- Knowledge of San Mateo County's family support system and resources.
- Experience educating the public in mental health issues.
- Strong organizational skills and attention to detail.
- Demonstrated excellent interpersonal, communication, and teamwork skills,



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- Proficiency in Microsoft office software programs and willingness to learn new screening and evaluation tools.

CARE COORDINATION RESPONSIBILITIES

- Conduct intake assessments, in-home assessments, and on-site assessments at child care centers.
- Develop individual/family service plans, provide counseling, and monitor progress.
- Consult with OSH Mental Health Specialist and other OSH staff regarding participation and progress of caseload.
- Provide Care Coordination to ensure clients are served at Our Second Home and/or referred to and access other community resources including: domestic violence, child abuse, depression, alcohol and other drug abuse, MediCal, Healthy Families, etc.
- Provide short-term case management to assist families in accessing needed services as quickly as possible to ensure that the child and/or family needs are met through the referral process.
- Provide regular follow-up for linking families to community resources for assessments, family education and support, and developmental education and/or habilitative services.
- Provide support to teachers, parents and caregivers, including emotional support and education for new parents.
- Coordinate and collaborate with multiple agencies/mental health providers regarding cases receiving services from several sources. Attend multidisciplinary meetings and other meetings as needed.
- Provide consultation and training on site at child care centers and homes.
- Provide and facilitate a minimum of 12 support groups and workshops per year for parents and child care providers on social-emotional and mental health topics such as depression, divorce & separation, domestic violence, drugs and alcohol, family stress, and other issues raised by parents.
- Perform developmental screenings using the "Ages and Stages Questionnaire" and adult mental health screenings.
- Research, identify, and implement a parental stress assessment tool.
- Research feasibility of leveraging MediCal case management funds.
- Participate in local community collaboratives representing our Second Home and the Daly City Peninsula Partnership.
- Facilitate Spanish translation to ensure culturally competent processes, service delivery, and resources for families.
- Maintain current and accurate records, collect service data, and prepare reports on case management activities.
- Disseminate information and family support materials.
- Work independently and as part of a multidisciplinary team.
- Fulfill other project roles as assigned.
- Assist OSH staff in writing a minimum of two grant proposals per year, with an emphasis on mental health program sustainability.

Interested candidates please send resume and cover letter to Sherin Ziadeh Program Supervisor at Our Second Home or email them to sherin@oursecondhome.org



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