

CHILDHAVEN, INC.

JOB DESCRIPTION

JOB TITLE: Client Coordinator
FLSA STATUS: Non-Exempt – Hourly
REPORTS TO: Shelter Program Director or Designee
HOURS: Full-time position typically Mon. – Fri., 8am - 5pm. 1 hour lunch.

GENERAL STATEMENT OF DUTIES:

Responsible for facilitating shelter client's access to necessary services, such as physical and behavioral health, dental/vision, and schooling to assure continuity of care, both while residing at the shelter and aftercare services for clients and supportive family members. Assure smooth operations of the shelter daily schedule and coordinate with Shelter Director and other shift supervisors to orchestrate all needed appointments and scheduling, prioritizing any emergent medical/mental health needs and intake referrals. Assure a clean and safe shelter facility by attending to all areas of facility upkeep.

PRIMARY DUTIES:

1. Work with a Continuous Quality Improvement (CQI) mindset, to identify any areas needing attention in the facility to assure Childhaven shelter facility is safe and running in accordance with the relevant Childhaven policies and procedures and state regulations for residential shelter and licensing and certification, Supervise and support staff to achieve the highest standards of care for the residents.
2. Coordinate referrals and intakes/discharges of clients with shelter staff and input all data.
3. Write/update monthly client specific case plans and meet with legal guardian/parent to integrate trauma screening, ACE score, and schooling plan to these individualized plans.
4. Perform administrative duties of the shelter to include ordering of supplies/equipment, monthly billing for Shelter, preparing Daily Census, Daily Notes, Quarterly reports and performing CQI chart audits and program audits.
5. Assure smooth operations of the shelter facility (including kitchen and outdoor areas) by emailing the City of Farmington to assist in the upkeep of the building. If task is denied in writing, proceed with maintenance or vendor completion of facility upkeep to ensure compliance with shelter and state regulations.
6. Perform monthly fire drills and ensure annual inspections of building operations such as alarm system, fire suppression system, fire extinguishers, kitchen inspections.
7. Assure Childhaven is in compliance with the Pharmacy License and regular inspections with pharmacist to review shelter supervisor compliance with regulations for maintaining medications safely within the shelter.
8. Assure fleet of vehicles have gas, mechanically maintained, and stocked with emergency supplies. Assure daily mail and packages are delivered to the appropriate party/facility in a timely manner.
9. Continual assessment of the needs of the children for physical and behavioral health, dental/vision, and schooling needs and timely address these needs.
10. Coordinate with Youth Advocate (YA) staff to assure daily school communication and assignments are being attended to by the Childhaven staff.
11. Attend and summarize needs of children in IEP or school/teacher conferences/meetings.
12. Assist staff in revisions of Critical/Incident Reports (IR) reports, admissions/discharges, and other written work. Send copies of IR to appropriate parties and submit CIRs to portal once approved.
13. As needed, participate in recruitment of shelter staff including vetting, interviewing and onboarding new employees and contribute to a comprehensive staff training and

development program to ensure the YAs have all necessary skills and training to meet the needs of the clients.

14. Assure regular outreach to both state and tribal social services, law enforcement, and community agencies to increase referral network and publicize the private placements.
15. Assure Childhaven's fiscal policies procedures are adhered to and that the shelter works within its budget and approval spending limits. Keep the following secure: checks/cash, deliveries, vendor credit cards, and mail.
16. Other duties as assigned to assure the smooth operations of the shelter.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

1. Working knowledge of shelter policies, State/Federal/Tribal regulations.
2. Excellent oral and written communication skills and organizational skills.
3. Familiarity with community services and social service delivery systems.
4. Adept at working in Office 365, especially creating spreadsheets in Excel.
5. Cultural awareness and sensitivity: Skilled in working with a population diverse in ethnicity, race, religion, socioeconomic background, physical and/or mental ability, sexual preference, and gender identity/expression.
6. Crisis management skills required: Completion of Crisis Prevention Intervention (CPI) course.

QUALIFICATIONS:

- BA in a human service field plus one-year experience with target population, or an AA degree plus two-years' experience with target population.
- Must pass local, state, and federal background checks (including fingerprints).
- Must have reliable transportation and ability to become a driver for Childhaven (age 25 or older with a current and valid NM Driver's License, and a clean driving record).
- Must obtain and maintain CPR/First Aid and CPI certification within 90 days.
- Abide by state licensing regulations and standards, and Childhaven policies and procedures.