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POSITION ANNOUNCEMENT: CARE COORDINATOR

Amanecer Counseling and Resource Center is a Community-Based Behavioral Health Agency in Wilmington. We provide a continuum of trauma-informed care to a diverse population of individuals and families, including people who have been victims of crime. Since 2003, we have built a reputation as a trusted, compassionate, trauma-informed, culturally responsive behavioral healthcare provider in our region, and have built strong, trusting relationships with other community agencies in our region. We are seeking candidates for a full-time position that will assist clients through the process of referral and intake to counseling services.

POSITION DESCRIPTION: CARE COORDINATOR

Status: Full Time, Exempt

Reports to: Deputy Director

Teams: Program, Client Resource Navigation

Qualifications

- Bachelor's degree and/or three years of Human Services experience
- Bilingual (verbal and written) in Spanish and English
- Demonstrated judgment and discretion in dealing with confidential matters
- Experience and proficiency with Microsoft Office Applications, with expectation to learn to use Amanecer's Electronic Health Record (EHR) system
- Ability to work well in a team and independently
- Ability to maintain flexibility when unexpected changes occur
- Ability to organize and prioritize work, be proactive, take initiative, follow through, and follow up with clients and external partners; simultaneously managing multiple priorities to ensure goals are met in a timely manner
- Motivation and experience working with a culturally and ethnically diverse population of adults, children, and families who have experienced trauma and behavioral health challenges
- Ability to respond appropriately and respectfully to people experiencing distress
- Experience with community networking and organizing
- Willingness to learn new skills and take on new responsibilities.

Responsibilities include, but are not limited to:

- Orient clients on what to expect when beginning counseling services.
- Conduct screenings of to determine eligibility for programs and appropriate next steps for services.
- Assist clients with accessing benefits that relate to mental health care, such as Medicaid and other health insurance.
- With Behavioral Health Manager, conduct appropriate assessment of clients seeking treatment who are in crisis to connect them with appropriate level of care.



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- Coordinate with Amanecer's Behavioral Health team to place newly referred clients with therapists as quickly as possible.
- Conduct outreach and maintain strong relationships with community partners to promote access to Amanecer's bilingual, trauma-sensitive behavioral health services. Outreach will include meetings with representatives from other agencies and participation in community events.
- Enter documentation of case activity in client records in a timely fashion.
- Track data which reflects an account of clients served and the number and types of activities performed in order to provide services
- Prepare a variety of reports, including monthly reports to supervisor
- Participate in weekly interdisciplinary program team meetings, staff meetings, and routine communication centered on response to client needs and resource sharing
- Maintain a high level of ethical conduct regarding confidentiality, dual-relationships, and professional stature
- Participate in continuing education activities, strengthening knowledge and reinforcing best practices in area(s) of expertise

Requirements

- Background Check

Schedule

- 40 hours / week
- Flexibility outside of 9-5 Monday through Friday Needed

Salary

- TBD based on qualifications

Benefits

- Health Reimbursement Arrangement (HRA) for medical expenses (including spouse's health insurance premium, co-payments for office visits, prescriptions, vision, or dental costs).
- Annual Personal Time
- 14 Paid Holidays per year
- Worker's Compensation
- A minimum of \$600 per year for Professional Development

If you are interested in joining our team, please forward a letter of interest and resume to kathleen@stpaulscounseling.org or fax to (302) 502-0456.