



Our Mission -

To empower women to achieve life changing recovery through proven treatment and critical support services.

Job Title: Program Coordinator –Women Are Sacred
Reports to: Clinical Manager
Job Classification: Non-exempt

Position Summary:

Responsible for the overall supervision and coordination of residential operations and activities of client needs upon entrance into the Women are Sacred Program.

Job Duties:

- Responsible for scheduling and orienting new clients, within 24 hours, to the program utilizing the latest information; including handbook, welcome guidelines, programming schedule, and other reviewed and approved information as needed.
- Coordinates client and children case management and communication as it relates to effective care for mothers and their children.
- Performs case management duties such as meeting with each client individually on a weekly basis to assist them with services such as Title X, food stamps, transportation, doctor's visits and other case management needs. Facilitates case management group that offers information about services and living skills. Is responsible to facilitate a Case Management group to provide a focus on meeting the economic and social needs of the women and their families.
- Provides support to clients making every effort to ensure client engagement and retention are successfully accomplished by key staff with a focus on the first 30 days of service; and ensuring effective program orientation and stabilization by touching base with new clients daily during first couple week.
- Ensures all intake and other necessary paperwork is completed and available for use. Oversees collection of client paperwork and forward to Clinical Records Technician to be filed on a weekly basis.
- Oversees and offers appropriate supportive direction to women while parenting their children as needed 24/7.
- Serve the economic and social needs of individuals and families with low incomes through assessment, referrals as needed in order to meet basic needs such as food, housing, clothing, employment and education.
- Responsible to assure each client is assisted with critical needs such as childcare transportation, medical needs, legal needs, and community resources as women near graduation.
- Updates or revises case management plans, as needed, to meet the ongoing needs of each client and to provide a cohesive plan of care.
- Assists clients in applying for and obtaining general assistance, food stamps, PAP and other related resource assistance.



A United Way Agency

- Works with and provides resources for successful transitions and discharges from program. Communicates with internal and external individuals and resources to ensure smooth transitions.
- Is knowledgeable about typical ages and stages of children and reports any concerns about children's development of the Clinical Manager.
- Is aware of signs of emotional distress, child abuse and neglect and complies with mandatory reporting procedures for child abuse and neglect.
- Guides mothers and children in resolving conflicts through positive strategies and communication.
- Works with families to provide consistent behavior management of children.
- Facilitates weekly house meetings with residents to review issues/concerns and mediate resolutions.
- Assists with and participates in program planning, activities, and outcome achievement as requested.
- Assists with ensuring all visitors have been called and screened to make sure they are safe and appropriate to visit mother and children.
- Participates as a member of the Health & Safety Committee. Provide oversight and review of programs facility inspection report and test plan analysis to ensure compliance and understand of discrepancies.
- Follows all agency and program policies and procedures including philosophy, confidentiality, ethics, and safety procedures. Provides consistency in applying policies and procedures, house rules, and other approaches with staff and clients.
- Coordinates with clinical staff regarding client crises, treatment plans and consequences. Communicates treatment plans, consequences to mentors or instruction for appropriate client interaction.
- Coordinate family and child visits with key staff, external entities, family, and the client.
- Participate and assist with case coordination and team meetings as needed.
- Participates in the recruitment of Therapeutic Mentors, as needed, which may include interviewing and recommendations for hiring, in conjunction with Human Resources and Clinical Manager.
- Supervises Therapeutic Mentors and provides orientation, training, performance evaluations, and problem solving of issues involving Therapeutic Mentors, in conjunction with Human Resources. Provides in-depth training of new mentor staff ensuring competency in key areas including a minimum of one weekly contact for the first 2 months of employment and quarterly refresher trainings as needed.
- Ensures completion and quality of the Therapeutic Mentors' tasks and documentation, to include UAs, shift notes, EMAR, monthly drills, CIRS, group documentation, etc.
- Assists the Clinical Manager with reviews of Critical Incident Reports (CIRs). As needed, will debrief the incident with therapeutic Mentors involved and provide recommendations or additional training to prevent or appropriately respond to future incidents of similar nature.
- Serves as backup Therapeutic Mentor to fill open shifts when/if needed.
- Responsible for coordination of all aspects of Therapeutic Mentor time sheets, including vacation and sick leave approval, monitoring of usage, overtime, etc.
- Responsible for entering and maintaining documentation for performance issues in a timely manner for all staff supervised.
- Responsible for monitoring and oversight of program budgetary aspects specific to mentor staff, food and supplies and facility expenses and coordinates purchasing, maintenance, and repair needs

with Manager of Facilities. Coordinates monthly supply orders with Finance, ensuring program has all household, cleaning, art and storage supplies.

- Provides the planning, training, and supervision for monthly mentor meetings in conjunction with Program Coordinators, insuring well attended, organized, and beneficial content to enhance and increase the skill development of Therapeutic mentors in carrying out their duties. Responsible for setting up the room, and all materials before meeting. Provides planning and supervision of training specific to each program in conjunction with the Clinical Manager and Human Resources.
- Provides direction and support to therapeutic Mentors regarding client non-therapeutic concerns and coordinating and communication with Clinical and Medical staff as needed.
- Oversees that protocols for keeping client identified material and the locking of doors and file cabinets are followed per HIPAA, and 42 CFR guidelines.
- Responsible for Therapeutic Mentors following through with appropriate medication/medical procedures.
- Responsible for being the contact and intermediary between Medical staff and Therapeutic Mentor staff regarding client's medical needs and concerns.
- Demonstrates and encourages a positive and helpful attitude toward clients, staff, and agency. Promoting a positive work environment.
- On-Call 24/7 with mentor concerns and staffing issues on a rotating basis with Program Coordinators.

General Job Duties:

- Complete all monthly and Annual Relias online e-learning courses on time, in compliance with state and accrediting organizations training requirements.
- Attend at least two training sessions per year on cultural competency.
- Attends and participates in staff training, work teams, and all staff meetings, as directed.
- Performs other duties as assigned.

Required Skills/Abilities:

- Excellent verbal and written communication skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Ability to act with integrity, professionalism, and confidentiality.
- Abide by HIPAA and 42 CFR confidentiality requirements which include but not limited to businesses, family members, friends of clients, and other agencies and the public including safekeeping of client identified materials.
- Support St. Monica's Home in the organization's objective to be a diverse, equitable, inclusive, and accessible workplace.
- Follow all agency and program policies and procedures including philosophy, confidentiality, ethics, and safety procedures.
- Regular and on-time attendance required.

Position Competencies:

- Verbal communication
- Written Communication
- Organizational Skills

Education and Experience:

- High School diploma, GED, or equivalent certification. Two years' Human Services experience required. Experience in a residential treatment program required. Knowledge of substance abuse and mental health issues preferred. Ability to successfully execute many complex tasks simultaneously; and ability to work as a team member, as well as independently.
- Must be at least 21 years of age.
- First Aid / CPR and Medication Aide certificate required or ability to be certified.
- Driver's license and valid insurance required upon hire.

Physical Requirements:

- Ability to lift 25 lbs. regularly, climb and descend stairs.
- Ability to thrive in a fast paced, deadline-oriented work environment.

St. Monica's Home is an equal opportunity employer. We do not discriminate against any employee or applicant for employment on the basis of age, race, religion, color, ethnicity, disability, gender, sexual orientation, gender identity, or national origin.

EMPLOYEE SIGNATURE:	
DATE:	
SUPERVISOR SIGNATURE:	

Creation Date: 05/2023
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