For over 170 years, the **Women’s Prison Association (WPA)** has worked to create opportunities for change in the lives of current and formerly incarcerated women and their families. WPA provides programs through which women acquire life skills needed to end their involvement in the criminal justice system and to make positive, healthy choices for themselves and their families. We draw strength from our history and vitality from twelve years of consistent growth and expansion.

We are currently recruiting for a **Client Care Coordinator** to work in WPA’s Residential Services Unit at Sarah Powell Huntington House. The Client Care Coordinator enhances the capacity of Sarah Powell Huntington House (DHS-funded transitional apartment-style housing for 28 mothers with children) to promote overall family functioning and stability and more active family involvement in housing permanence planning, thereby creating a strong foundation for successful independent living. This position is responsible for conducting biopsychosocial assessments of all incoming families and collaborate with case management staff to incorporate behavioral health and substance abuse treatment needs into case plans. The Client Care Coordinator will identify licensed treatment providers and encourage/monitor resident engagement in care. Conduct trainings and information-sharing with staff to enhance capacity to engage and effectively work with families facing behavioral health concerns and facilitate workshops and evidence-based group/individual interventions with families with goal of shortening stay in transitional housing and decreasing likelihood that family will return to emergency shelter.

Responsibilities include (but are not limited to):

- Begin biopsychosocial assessment process with families within one week of move-in and complete full assessment within one month of move-in.
- Coordinate and participate in regular case conferences with case management staff and other staff as appropriate (e.g. Youth & Family Services Coordinator) to discuss assessed needs within the context of the family’s Independent Living Plan, and incorporate plans for addressing substance use and/or mental health issues.
- Collaboratively create plans with families to address any substance use or mental health challenges; plans will include short and long-term goals such as making an appointment with and having initial consultation with a behavioral health provider, maintaining participation in services over a period of time, enhanced coping skills to manage triggers, adhering to prescribed medication regimen, and maintaining sobriety. Other long-term goals may include employment and, for children, improving school attendance and grades.
- Assist case managers to develop, implement, monitor and document case plans that are informed by Clinical Services Manager's assessments and which address client’s behavioral health needs.
- Provide individual counseling to clients with behavioral health needs, evaluating treatment readiness and providing counseling to motivate clients to engage in and remain in mental health or substance abuse treatment.
- Create and maintain strong referral arrangements with an array of licensed mental health treatment providers that offer a range of treatment modalities and that accept a range of payer plans.
- Share with case management and other staff strategies from DHS and other trainings in areas including, but not limited to, recognizing and coping with trauma; abuse and neglect; common
mental illness/substance abuse presentation in children, adolescents, and adults; and domestic violence.

- Provide additional training and/or individual coaching sessions with staff in engaging adults and children presenting with these issues on as needed basis.
- Provide facilitated referrals to mental health and substance abuse treatment providers, working continually with the family and the provider to monitor participation in services and satisfaction with provider, to support ongoing connection to care and empower mothers to take increasingly active role in their mental health and that of their children.
- Coordinate closely with the Youth & Family Services Coordinator and communicate regularly with the DOE Family Assistant to gain additional perspective on problems children at SPHH may be facing and strategize appropriate interventions.
- Facilitate group workshops for residents, on topics including personal hygiene, safe sleep for infants, budgeting and other life skills, and healthy relationships. In addition, work individually with residents on similar topics where there are barriers to engagement in group activities.
- Deliver evidence-based interventions such as Seeking Safety, a cognitive based intervention for women with substance use and co-occurring trauma, and/or Helping Women Recover, a gender-specific intervention for adult and teenage females with substance abuse disorders, in group and individual formats.
- Work with families to create discharge plans that emphasize continuity of care with preferred providers, including resources accessible to family’s new community, and a summary of previously-learned strategies for managing stress, coping with triggers and deescalating family conflicts.
- Provide guidance and support to all Huntington House staff in managing challenging behaviors and de-escalating conflict.
- Provide rotating on-call coverage for 24-hour residential setting.
- Maintain documentation of client progress in accordance with NYC DHS and WPA standards.
- As needed, recommend quality and/or performance improvement initiatives in order to more effectively and efficiently perform the functions of the job.
- Perform any other department or agency related duties or special projects as directed by supervisor.

Qualifications

- Master's in Clinical Social Work (MSW) required
- LMSW within three-months of date of hire required; LCSW preferred
- At least four years post-MSW experience delivering clinical services to women and/or families who are homeless or who share similar characteristics, including mental illness and substance abuse
- Demonstrated experience delivering strengths-based, gender responsive and family centered services.
- Experience working with racially and ethnically diverse populations.
- Knowledge of childhood development and child welfare system.
- Strong group facilitation skills, experience facilitating evidence-based interventions strongly preferred.
- Experience administering, scoring, and interpreting validated mental health screening instruments.
- Strong written and verbal communication, interpersonal, managerial, and leadership skills.
- Bilingual Spanish/English a plus.
- Willingness and ability to work evenings or weekends at times.
- Proficiency with Microsoft Office applications (Word, Excel) and experience with client data program such as CARES