Job Description

Job Title: Field Coordinator

Location: Brooklyn, NY & Staten Island, NY

FLSA Status: Full Time, Exempt

Classification: Professional

Department: Beacon of Hope House  Program/Contract: Brooklyn & Staten Island Apartment Programs

Reports to: Program Director of Brooklyn & Staten Island Apartment Programs

Supervisory Responsibilities: Yes ☒ No ☐

Summary: Staten Island and Brooklyn Apartment Programs Field Coordinator is responsible for helping residents learn community life skills appropriate to their needs as recorded in their comprehensive service plan so that they may live as independently as possible. The Staten Island and Brooklyn Apartment Programs Field Coordinator provides assistance with office oversight and support to all other program staff.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Case Management

- Provide case management for clients as assigned. Work with residents to attain skills of daily living, i.e., grooming, dressing, meal planning and preparation, budgeting, shopping, and recreational skills.
- Act as liaison for all other services needed by the resident and specified in the comprehensive service plan, which includes scheduling, follow up, collaboration, referral or any other process necessitated by the client’s service plan. Services include, but are not limited to medical, psychiatric, dental, entitlement benefits, day programs, pharmaceutical, travel, emergency, financial, and legal.
- Integrate care of residents with other Beacon of Hope staff as well as with other service providers.
- Make multiple visits per month to assigned clients in their home and/or other location as agreed upon with the client and by the Program’s Manager.
- Assist with general maintenance as needed (e.g., light bulb replacement, bedbug preparation for extermination, replacement of smoke/CO2 detector battery).
- Establish, maintain and document collateral contacts with the residents’ friends, family and providers.
- Escort clients to various appointments- medical, psychiatric, Social Security Administration, Public Assistance, and Emergency Rooms, as necessary
- Provide crisis intervention with the assistance of the NYPD, Mobile Crisis, and/or EMS.
- Perform work in accordance with the New York State Office of Mental Health applicable regulations and/or guidelines, as well as Catholic Charities Community Services, and Beacon of Hope’s Policies and Procedures.
• Use AWARDS system to input progress notes within 24 hours of meeting with a client, update chart contents consistent with all Policies and Procedures, complete Service Plans and all other documentation on time, and create work orders for apartment repairs.

Office Management
• Work with the program’s Director and Beacon of Hope Administrators to monitor ongoing work.
• Assist with training new program staff.
• Provides supervision to Case Managers as assigned by the Director.
• Coordinate office activities with the Administrative Assistant and Case Managers.
• Provide general oversight of office operations by monitoring on-site activities.
• Support Case Managers in their work with residents through ongoing communication.

Field Work
• Make field visits with Case Managers to provide additional support.
• Perform ongoing environmental assessments of clients’ apartments to ensure residents’ safety and to remain in compliance with program standards. Report safety concerns to the Program Manager.
• Identify apartments repairs and collaborate with internal and external property management staff to prepare scopes of work and secure vendors.
• Monitor maintenance repair and vendor work to ensure efficient and thorough completion.
• Maintain program supply and furniture inventory and prepare associated reports and orders for such.

General
• Attend meetings, trainings, seminars workshops and conferences as required and assigned.
• Adhere to personnel and residential policies and procedures as outlined in the CCCS Personnel Policies and Procedures Manual and BOH Policies and Procedures Manual, respectively.

Position Type and Expected Hours of Work:

This is a full-time position. Work hours are generally between 9:00 A.M and 5:00 P.M, Monday through Friday. In the event of a client emergency, work hours may vary.

Working conditions and physical demands required:

The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

• Ability to travel on Staten Island and Brooklyn to residents’ apartments at least 75% of the time using various modes of transportation, traversing streets, ascending/descending stairs, with exposure to outside weather conditions.
• Traverse neighborhoods that may require a high level of alertness and awareness of surroundings.
• Remain in a stationary position at a workstation and use a computer approximately 25% of the time.
• Assess and work in varied environmental conditions and potentially stressful conditions.
• Work with clients who require consistent and comprehensive support.
• Assist clients in daily living tasks such as cooking, cleaning, packing, laundering, etc. requiring moving, transporting, positioning, using cooking utensils, and/or positioning objects.
• Speaking and hearing ability sufficient to communicate effectively by phone or in person at normal volumes.
• Vision adequate to read correspondence, computer screen, forms, etc.
• Good manual dexterity to operate computers.

Qualifications

Education and/or experience required:

• Master’s Degree in a mental health related discipline.
• Three years Case Management experience, preferably with individuals with serious mental illness.
• Experience with property management preferred.

Skills, Licenses, and/or competencies required:

• New York State Driver’s License, where necessary
• Good judgment, Strong customer services skills
• Ability to effectively manage time, handle multiple tasks and shift between responsibilities.
• Ability to keep program’s Director well-informed.
• Ability to work cooperatively and patiently with others and work well independently and as part of a team.
• Ability to remain calm and focused on emergency situations, appropriately assess, and respond to situations, including ability to de-escalate residents, work effectively with others and demonstrate conflict resolution skills, effectively respond to crises, and manage and minimize agency risk.
• Ability to effectively use Foothold AWARDS and Microsoft Word.
• Ability to express thoughts clearly and concisely both verbally and in writing and work proactively, problem solve, and think critically and strategically.

Catholic Charities and Catholic Charities Community Services is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status or any other characteristics protected by law.