



**Job Title:** Program Case Coordinator

**Job ID:** ACH – 101-001

**Location:** Greenville, SC

**Posted Date:** December 2018

**Company Overview:**

A Child's Haven is a 501(c)(3) nonprofit organization. We're dedicated to transforming the lives of young children who have experienced developmental delays or behavioral challenges. Many are victims of poverty, child abuse or domestic violence.

**About the position:** Our organization is seeking a Program Case Coordinator for our Program Department to pre-screen and manage client referrals, coordinate client intakes with Family Support Counselors, manage out of agency referrals for families; provide administrative assistance to Program staff such as data entry of client information into electronic databases, drafting notices to parents and compiling information. We are looking for an individual who is efficient and organized with experience working with our target population. The ability to multi-task and prioritize on-going responsibilities is essential in this position. The ideal candidate for this job is resourceful, a good problem solver and organized. Assuring a steady completion of workload in a timely manner is key to success in this position.

**Type of Position:** Program Case Coordinator

**Key Job Responsibilities:**

- Manage incoming client referrals which included pre-screening the potential client, ensuring all necessary information from client is obtained, entering referral information into internal electronic medical file, scheduling client intakes with Family Support Counselors; preparing paperwork for intake;
- Complete initial intake paperwork (non-clinical) with families including taking a picture and making child Photo ID badges for Treatment Rooms and for bus riders; assigning appropriate staff to the client in electronic medical file (Nest)
- Receive, check and file classroom weekly attendance sheets
- Assist Early Childhood staff with administrative tasks including, Maintaining and distributing up-to date Child Photo Id forms; Draft notices for parents (closed, weather, announcements); Draft invitations for family events and tally rsvp; compile content for Treatment Room monthly newsletter and make into one document; make copies and distribute Monthly calendar and menu for parents; Manage, keep up to date classroom rosters and attendance forms
- Assist in updating meeting invitations in outlook when new program staff start
- Some copying and distributing information for program meetings and/or trainings
- Manage external referral process which includes attending weekly Treatment Team Meetings to make referrals to community agencies as requested by the Treatment Team for families and report back to Treatment Team on outcome of referral; follow-up on referrals with family and agency; document all referral activity
- Field calls made to agency regarding all incoming and outgoing referrals
- Manage access to assessment portals used by direct service providers and manage children in the systems

- Assist with preparing paperwork for client discharges
- Assist with coordinating logistics for Program events and initiatives
- Attend required All Staff meetings and other relevant meetings

**Language Requirement:**

- Bilingual of English/Spanish preferred

**Critical Skills/Criteria:**

- Experience working in human services or social work
- Administrative experience
- Ability to multi-task
- Time management
- Organized and productive
- Computer Skills – Microsoft office and ability to learn others
- Experience working for non-profits a plus

**Educational Requirements:**

- Minimum of a bachelor's degree in Psychology or related field

**Annual Salary:**

- \$33,000 - \$40,000
- This is an Exempt/Salaried position

**Benefits:** A Child's Haven provides medical, dental, vision, insurance and disability for all full-time employees after 90 days

**Citizenship Requirements:** Must be authorized to work in the United States. No sponsorship provided.

**Technology/Computer Skills**

- Experience working in various computer databases
- Experience entering data for long periods of time
- Computer Skills – Microsoft office and ability to learn other programs

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

To Apply for this position submit a completed application, found on our website and send your resume to Director of Human Resources [hr@achildshaven.org](mailto:hr@achildshaven.org) and put the position's title in the Subject Line.