

Care Coordinator Position Description

Summary:

Brooklyn Community Pride Center is seeking a full-time care coordinator to join our energetic team. The care coordinator reports to the health and wellness program manager and collaborates with other staff as appropriate.

The Brooklyn Center is the only LGBTQ+ community center in Brooklyn and is fast becoming the borough's premier network of programs and services for the LGBTQ+ community and our allies. Across the spectrum from young people to elders, the Brooklyn Center enables our community to actively participate in positive, life affirming activities. We offer a distinctive choice for residents of New York City's largest borough to celebrate, heal, learn, create, organize, relax, socialize, and play.

The organization is rapidly growing and has expanded from 3,100 square feet of space at Restoration Plaza (Bedford-Stuyvesant) to an additional 4,200 square feet at the Major Owens Health & Wellness Community Center (Crown Heights) in 2021, including Brooklyn's first LGBTQ+ mental health service operated by Callen-Lorde Community Health Center. The Major Owens Center also offers -- managed by other tenants -- basketball courts, a swimming pool, multi-sports fields, a fitness center, dance studios, and more. The Brooklyn Center intends to work with these co-tenant partners to create LGBTQ+ inclusive fitness opportunities.

Expansion to Crown Heights offers tremendous opportunity to expand the Center's health and wellness programs. The care coordinator will be responsible for working directly with the Center's program participants and visitors to connect them to services (both in-house and via referral) and track service uptake and participant progress in line with Individual Service Plans (ISPs).

The ideal candidate will thrive in a creative, diverse, and people first environment. This is an exciting opportunity to join the team of one of New York City's fastest growing LGBTQ+ organizations!

Scope of Duties

- Engages with Center visitors to learn about their needs and applies active listening, motivational interviewing skills, and strength-based approaches to connect them to activities, services, and resources inside and outside of the Center. These include but are not limited to: behavioral, physical, and recreational health services; connections to public benefits and assistance; financial literacy; education and training opportunities; career development and job opportunities; and immigration, legal, and homelessness/ housing services.
- Schedules and meets with Center visitors to conduct intakes and assessments of a minimum of 150 individuals per year, supported by MSW student interns. These assessments could include self-reported interviews and questionnaire, Patient Health Questionnaire (PHQ-9), Generalized Anxiety Disorder Screener (GAD7), Modified Simple Screening Instrument for Substance Abuse (MSSI-SA), and Perceived Stress Scale and The Ardell Wellness Stress Test.
- Develops Individual Service Plans (ISPs) with short- and long-term goals and intended outcomes that meet the needs of LGBTQ+ community members.

- Manages a case load of 15 individuals at any given time serving a minimum of 60 individuals per year, maintaining case notes and up-to-date bio-psycho-social reports and ensures proper documentation of individual and group sessions and services received for the purpose of medical billing as an Article 31 location.
- Remains in touch with Center visitors on a regular basis to follow up on their ISPs and ensures that participants get connected to the services they need, either internally or with outside resources.
- Works in tandem with on-site partner Callen-Lorde and other behavioral and mental health partners to develop and operationalize a seamless system, including procedures, processes, and tools to connect individuals to mental health services.
- Works closely with other Major Owens Center tenant organizations to connect individuals to services and programs.
- Monitors and tracks service participants performance and progress toward milestones and outcomes as well as analyses and reports on outcomes in aggregate for the purpose of service and program evaluation.
- Maintains and manages service participants files and ensures complete and confidential electronic record keeping of participants including timely and accurately updating of the Center's data management systems.
- Coordinates and facilitates periodic interdisciplinary case management meetings to discuss specific customer cases and case planning.
- Supports the development of workshops and training based on program needs and facilitates workshops and group sessions for service participants that caters to their needs.
- Develops partnerships with social service providers with an affinity of serving LGBTQ+ population for health and wellness, public benefits, legal services, financial literacy, training programs, and other human services.
- Supervises one or more master's in social work interns who will support the care coordinator in servicing program participants and Center visitors.
- Trains staff, volunteers, and interns in various modalities, including screening for depression, anxiety, stress, and substance misuse; motivational interviewing; psychoeducation; and mental health first aid.
- Facilitates direct practice observation and feedback to staff who have been trained in one or more of the modalities.
- Documents and tracks training and coaching, direct practice observation, reflective supervision, and intern supervision on an ongoing basis keeping privacy and confidentiality of staff, volunteer, and intern information at the forefront.
- Supports the drafting and publishing of content for website, newsletters, social media, reports, and other publications.
- Coordinates, supports, and manages logistics for events related to care coordination, including events that recognizes the successes that participants achieve.
- Manages the reception desk on a need basis as the entry point for site visitors to familiarize them with the Center and the services, activities, and amenities it offers.
- Assists with administrative duties as needed.
- Available and willing to work evenings and on weekends.



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Primary Qualifications

LCSW or LMSW with two or more years of experience in individual and group counseling and case management, preferably serving the LGBTQ+ community.

Characteristics

- Self-motivated with high attention for detail and a flexible and collaborative work ethic.
- Excellent emotional intelligence with exceptional ability to connect, engage, and gain trust with the individuals served through the Center.
- Excellent oral and written communication skills, active listener.
- Knowledge of and commitment to addressing the issues and challenges of LGBTQ+ communities, in particular LGBTQ+ communities of color, with disabilities, and other disenfranchised groups.
- Experience in social work or case management, preferably serving the LGBTQ+ community.
- Demonstrated ability to network and establish and maintain partnership with a variety of collaborators including social service agencies and training providers -- both in the private and public sector.
- Knowledge of and connections to resources that address barriers to living fulfilling lives that LGBTQ+ community members experience.
- Ability to thrive in an environment characterized by growth, diversity, and constant change.
- Ability to organize and manage multiple tasks and to meet deadlines. Exceptional time management.
- Demonstrated ability to meet targets and operate in high performance management environment.
- Proficient in MS Office, social media, and data management systems.

Compensation: This is a full-time, exempt position. Salary range: \$65,000 - \$75,000 with 100% employer sponsored health insurance, Flexible Spending Account (FSA), TransitChek as a pre-tax payroll deduction, and Simple IRA when eligible.

Applications: E-mail your cover letter, resume, and a writing sample to Jako Douglas-Borren at: jobs@lgbtbrooklyn.org. Subject: [Your name]: Brooklyn Community Pride Center care coordinator. Writing sample should be a report or other communication in which you were the lead or contributing author. Please specify in your cover letter your role in writing the piece.

Location: Brooklyn, NY

Women, feminine / identifying, BIPOC, transgender people, people with disabilities, and other underserved communities are strongly encouraged to apply. Brooklyn Community Pride Center is an affirmative action employer.

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