



## COMMUNITY CARE COORDINATOR JOB DESCRIPTION

***Proudly serving as Louisiana's first Children's Advocacy Center (CAC), the nationally accredited Jefferson CAC, located within the metropolitan New Orleans area in Gretna, LA, is seeking a qualified individual to join our Victim Advocacy Team!***

### Summary:

The Community Care Coordinator serves as the primary liaison between the Jefferson Children's Advocacy Center and non-offending caregivers for children and adolescents seen at the CAC, assessing and addressing - through appropriate community resource referrals - information, support and service needs, including but not limited to, medical and mental health services. The Community Care Coordinator serves as an integral member of the Multidisciplinary Team (MDT), providing information and insight, while advocating for the best interests of the child and family throughout the investigative process. This is a full-time salaried position with benefits.

### Responsibilities Include:

- Provide front-line assistance and ongoing advocacy to JCAC clients and non-offending family members through assessment, service linkage, education, and case management support.
- Serve as a community resource specialist regarding program information, referral resources and education for stakeholders, community partners and clients.
- Participate in bi-monthly MDT case review meetings and assist with coordination
- Case tracking, management & data entry
- Scheduling and appointment coordination
- Participate in ongoing professional development
- Assist with social media and impact evaluations
- Misc. office duties

### Qualifications:

#### Required:

- A minimum of an undergraduate degree; a master's degree or two (2) years of demonstrated success in a similar position is preferred.
- Experience working with children and families
- Experience in child abuse, child protection, crime victim advocacy and services fields
- Experience identifying, accessing, and coordinating community mental health and social service resources
- Proficiency with Microsoft Windows Operating Systems, Word, Excel, Access, PowerPoint, Outlook, and Adobe
- Excellent communication and interpersonal skills
- Excellent organizational skills with an attention to detail, accuracy and time management
- Ability to work well under stress & handle emergencies
- Ability to work independently and with others in a collaborative, team environment
- Adaptable and resourceful

#### Other:

- Must be willing to work flexible hours.
- Must submit to a thorough criminal history background check.
- Must have access to a vehicle, possess a valid driver's license and proof of insurance.

*The Jefferson Children's Advocacy Center was created with the primary purpose of coordinating a culturally sensitive, community-focused, interagency response to child abuse, neglect and child witnesses of traumatic events. EOE.*

**\* Interested applicants should submit their resume and cover letter to [erika@jeffersoncac.com](mailto:erika@jeffersoncac.com) \***