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**Job Description**

**Job Title:** Network of Care Coordinator

**Responsible to:** Vice President of Program Development

**Responsibilities:** The Network of Care Coordinator is responsible for implementing and coordinating the Sioux Empire Network of Care program.

The Network of Care Coordinator is responsible for the implementation and coordination of the Sioux Empire Network of Care program. The Sioux Empire Network of Care is a collaborative effort among community organizations to build a coordinated social service system. The Network Coordinator is responsible for customizing the shared software for each partner agency and training/managing end users.

**Job Requirements:**

* Bachelor Degree with three years related experience and/or training; or equivalent combination of education and experience required.
* Project management experience desired
* Strong public speaking and communication skills
* Ability to influence others and move toward a common vision or goal
* Strong strategic awareness and innovative thinking skills
* Ability to read and interpret documents such as policy and procedure manuals.
* Ability to write routine reports and correspondence.
* Ability to effectively trouble shoot complex issues
* Proficient in Microsoft office programs with an emphasis in excel
* Offers of employment contingent upon acceptable background check

**Personal Qualifications:**

* Enthusiastic, teamwork oriented attitude
* Ability to learn, operate and teach software programs
* Ability to establish and maintain effective working relationships with partner agencies
* Possess excellent organizational, written and verbal communication skills.
* Outgoing and comfortable with people.

1. **Coordinate the Sioux Empire Network of Care Program**
   1. Work with the Sioux Empire Network of Care Steering Committee to grow the program.
   2. Provide training and support to partner agencies on correct software usage and data collection.
   3. Enforce and monitor policies and procedures for SENC.
   4. Provide monthly program status updates on success and challenges.
   5. Serve as a point of contact for data entry for the coordinated system. Provide data entry as necessary for the project.
   6. Create and run monthly reports from the software system.

## Respond to inbound calls to the 211 Helpline Call Center.

1. Demonstrate sensitivity, empathy regarding human service issues. Project a non-judgmental attitude toward those requiring service.
2. Answer and provide appropriate assistance for information/referral calls following policies and procedures.
3. Answer and provide appropriate intervention/assistance for listening/support calls following policies and procedures.
4. Answer and provide appropriate intervention for crisis/suicide calls following policies and procedures. Prevent suicides by intervening with emergency personnel as needed.
5. Answer and provide appropriate intervention and information for contract calls. Be knowledgeable about all contract specifications.
6. Document calls correctly into computer tracking system according to procedure.
7. Complete call monitoring according to procedure.
8. Complete suicide and community assessment follow-ups according to procedure.
9. Ask callers for suicide and community assessment follow-ups according to procedure.
10. Identify active callers and follow appropriate directives as listed in the active caller profile sheets.
11. Help provide coverage or other needed assistance during times of disaster.

**C.**  **Professionalism**

1. Support and carry out the mission of the agency.

1. Develop and maintain close relationships with various constituencies within the community.
2. Be involved with the community at large and appropriate professional organizations.

4. Follow agency policies, including personnel and programmatic.

1. Participate in the agency, demonstrate team participation and a work place philosophy that enriches staff’s ability to reach goals and provide a high level of customer service.
2. Develop professional and personal growth through opportunities and involvement.

**D. Additional Duties**

1. At times, staff will be required to perform additional duties beyond those specified. Management retains the discretion to add or to change the duties of the position at any time.

**Hours:** Full Time Non-Exempt.

Employee Date

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Supervisor Date

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Interested candidates may submit a cover letter and resume to [betsy@helplinecenter.org](mailto:betsy@helplinecenter.org).