

Job Description

Position: Help Me Grow (HMG) Care Coordinator
Status: Full time, Non-Exempt
Salary: \$57,389 plus benefits

The HMG Care Coordinator is a full-time, non-exempt staff position and reports to the Director of Programs. They are responsible for managing incoming referrals and working directly with families and providers of services for young children age 0-5; appropriately screening and referring 211 callers with young children to appropriate services; and tracking the data of clients served including follow-up and outcome. They are key in vigorously supporting the development of new services for children age 0-5 years within current agencies and departments in our community as well as providing individual advocacy for 211 callers/clients who encounter barriers to services. They work closely and cooperatively with program managers/coordinators of the agency to insure a collaborative work environment and a compassionate client experience. They maintain early childhood related data and prepare or support all relevant reports.

Specifically, the HMG Care Coordinator provides care coordination for families with children age 0-5, and assists callers and providers to understand the services available through the early intervention system. This includes phone intake, screening, triage, referral, and linkage to developmental, behavioral and other community services; also provides warm handoffs to partner agencies, informational and educational material, advocacy and follow-up as needed. They plan for and monitor the day-to-day operations of HMG's early identification systems, and screening and surveillance strategies designed to prevent and/or mitigate behavioral or developmental delays and disabilities in young children age 0-5 years.

Responsibilities include:

1. Understanding principles and practices of child development and early childhood mental health including early childhood systems and services for early identification and/or screening in a variety of child serving settings;
2. Understanding *Early Identification Strategies*, working with internal and external partners to implement and promote screening, surveillance and linkage of children with developmental and behavioral concerns;
3. Understanding of trauma informed practices, ACEs, and the impact of trauma and toxic stress in early childhood;
4. Monitor local, state and national early identification efforts to support the alignment of HMG efforts with best practices;
5. Attend collaborative community and early childhood partner meetings and annual HMG convening as funding allows;



6. Plans, convenes and facilitates needed workgroups and committees; and collaborates and coordinates across the agency on a variety of tasks;
7. Provides input to the Director of Programs and to HMG stakeholders regarding process and procedures as needed;
8. Monitors changes in relevant best practices, regulations, policies, or funding streams and communicates findings to HMG staff and partners;
9. Works with the Crisis Center's CSN/I&R Supervisor to identify and strengthen relationships with, and ensure regular contact with child serving agencies that provide direct services to families to ensure their timely and accurate participation in the development and maintenance of the resource database;
10. Identifies, outreaches to, and develops collaborative relationships with key community networks including providers, agencies and organizations that provide resources, information and referral services to children/families with developmental, behavioral and/or learning concerns;
11. Collaborates in the planning and implementation of community events to promote child development and Help Me Grow; identifies appropriate events to participate in and coordinates with stakeholders to help plan for these events;
12. Provides client intake via phone or faxed referral, follow-up calls, assessment, and administers screening (including the Ages & Stages Questionnaires);
13. Ensures confidentiality of all data from program participants;
14. Ensures accurate and up-to-date reporting;
15. Provides and coordinates early childhood services training and in-services to call specialist staff and volunteers of the Crisis Center in collaboration with the Volunteer & Training Manager;
16. Ensures maintenance of program data for statistical and reporting purposes;
17. Ensures service quality and cultural relevancy of services provided to HMG clients; continually assesses efficacy and design methods for delivery improvement;
18. Regularly drives and/or travels throughout Contra Costa and neighboring Counties to perform the above job duties;
19. Provides both virtual and in-person public speaking events and presentations regarding the Help Me Grow system and agency services;
20. Actively participates in maintaining a healthy and supportive workplace environment;
21. Perform other duties as assigned by supervisor.

Required Qualifications:

1. Bachelor's degree in early childhood development, special education, child development, social work, or related health or human services field;
2. Experience in early childhood development, education, or related field;
3. Direct service experience with families of young children;
4. Proficient computer/software/database literacy;
5. Excellent written and verbal communication skills;
6. Experience and demonstrated ability to work with racially, culturally, and economically diverse populations;



7. Demonstrated ability to work individually and as a member of a team;
8. Ability to adapt, with minimal or no advance notice, to changes in agency operations, work schedule, work assignments or procedures;
9. Ability to read, analyze and interpret common professional publications and policy documents;
10. Commitment to personal accountability, and active participation in team building and the maintenance of a healthy work community;
11. Commitment to eliminating disparities in service access for all populations;
12. Valid California Driver's License and access to a working vehicle and current automobile insurance;
13. Ability to clear a criminal background check upon hire.
- 14. Spanish language proficiency both verbal and written.**

Desired Qualifications:

1. Master's Degree in early childhood development, special education, child development, social work, or related health or human services field;
2. Experience serving children with special needs;
3. Experience serving at-risk families with young children;
4. Experience working with volunteers;
5. Comfort and skill at public speaking;
6. Training and experience with telephone service delivery;

The Contra Costa Crisis Center is an equal opportunity employer and does not discriminate on the basis ethnicity, race, religion, gender, sexual orientation, or disability. We enthusiastically encourage all qualified applicants to apply.