



Position Title: Clinical Support Coordinator
Supervisor: Clinical Director

Employment Status: Full-Time
Salary Range: Competitive, based on experience

The mission of the All Star Children's Foundation (ASCF) is to build a brighter future for children in foster care through innovation, science, and compassion. ASCF is situated on a 5-acre campus that includes an outpatient mental health and research center, along with 6 single-family foster homes. Foster parents and children on campus receive comprehensive intervention and support services from a team of trauma-informed professionals.

The Clinical Support Coordinator (CSC) offers assistance with multisystem navigation, supports timely access to care, and promotes cross-systems collaboration for the children and families served by ASCF. Additionally, the CSC supports clinical operations and services through implementing referral, triage, and consent processes and conducting various administrative tasks. This position is instrumental in ensuring timely access to care among ASCF clients, as well as compliance with grant requirements and expectations. The ideal candidate for the CSC position will have knowledge of community mental health resources and the mental health system of care, as well as strong organizational, time management and written/verbal communication skills.

A successful candidate will have the following minimum qualifications:

- Bachelor's Degree (required) or Master's Degree (preferred) in Psychology, Social Work or a related Social Services field
- Minimum of two years experience working with families
- Knowledge of community resources and ability to navigate service systems
- Belief in a strengths-based approach to human services and knowledge of trauma-informed care
- Understanding of and experience addressing the unique and complex needs of children involved in the child welfare system
- Understanding of child development, functioning, and needs assessment
- Ability to establish rapport to meet the goals of the child(ren) and family
- Excellent oral and written communication skills
- Good organizational skills
- Ability to collaborate effectively within an interdisciplinary team of professionals
- Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint) and data management environments
- Candidates will be required to undergo and successfully pass a background check and drug screening prior to hire

Essential Duties and Responsibilities:

- Assists with client eligibility/screening, intake for clinical and campus services, & records requests.
- Coordinates the Multidisciplinary Team Meeting process to provide care coordination to clients.
- Assists the Medical Director and Clinical Director with the coordination and scheduling of psychiatric services.
- Coordinates/prepares paperwork relevant to psychiatric evaluation and/or medication management, including court documents, insurance authorization, and informed consent.
- Collaborates with training department to engage community stakeholders and address trauma-informed information needs of community.
- Advocates for and links client with appropriate community services and resources.
- Liaises with local child welfare agencies to coordinate family team meetings and clinician attendance at staffings.

- Reviews and updates client’s record and documents clinical support coordination activities according to State standards, best practice, organizational policies, and recipient needs.
- Assists with data collection of standardized measures and other inventories, as appropriate.
- Performs other related duties as assigned by supervisor.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

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| Strategic Thinking | Incumbent offers advice and creates plans based on analysis of issues and trends, and how these link to the responsibilities, capabilities, and potential of the organization. Scans an ever-changing, complex environment in anticipation of emerging issues and opportunities. Develops well informed advice and strategies that are sensitive to the various needs of multiple stakeholders and partners, reflects the strategic direction of the department and positions the organization for success. |
| Judgement | Makes sound decisions; bases decisions on fact rather than emotion; analyzes problems skillfully; uses logic to reach solutions. |
| Problem Solving | Anticipates problems; sees how a problem and its solution will affect other units; gathers information before making decisions; weighs alternatives against objectives and arrives at reasonable decisions; adapts well to changing priorities, deadlines and directions; works to eliminate all processes which do not add value; is willing to take action, even under pressure, criticism or tight deadlines; takes informed risks; recognizes and accurately evaluates the signs of a problem; analyzes current procedures for possible improvements; notifies supervisor of problems in a timely manner. |
| Clinical Skills | Maintains an ethical practice (e.g. awareness of ethical standards and conduct); demonstrates strong client relationships and interpersonal skills (e.g. establishes and maintains rapport, accurately perceives and understands clients, and maintains role boundaries); Recognizes diversity, individual difference, and cultural competency in clinical practice; implements appropriate assessment and intervention strategies; demonstrates competency in general clinical skills including the understanding of concepts, theory, and empirical foundations for practice. |
| Organization | Able to manage multiple projects; able to determine project urgency in a practical way; uses goals to guide actions; creates detailed action plans; organizes and schedules people and tasks effectively. |
| Cooperation & Teamwork | Works harmoniously with others to get a job done; responds positively to instructions and procedures; able to work well with staff, co-workers, peers and managers; shares critical information with everyone involved in a project; works effectively on projects that cross functional lines; helps to set a tone of cooperation within the work group and across groups; coordinates own work with others; seeks opinions; values working relationships; when appropriate facilitates discussion before decision-making process is complete. |
| Quality of Work | Maintains high standards despite pressing deadlines; does work right the first time; corrects own errors; regularly produces accurate, thorough, professional work. |
| Reliability | Personally responsible; completes work in a timely, consistent manner; works hours necessary to complete assigned work; is regularly present and punctual; arrives prepared for work; is committed to doing the best job possible; keeps commitments. |
| Support Diversity | Treats all people with respect; values diverse perspectives; participates in diversity training opportunities; provides a supportive work environment for a multicultural staff; applies the ASCF’s commitment to cultural proficiency; shows sensitivity to individual differences; treats others fairly without regard to race, sex, color, religion, mental or physical ability, health status, nation of origin, gender identity or expression or sexual orientation; recognizes differences; takes advantage of opportunities to learn and gain by working together; values and encourages unique skills and talents; seeks and considers diverse perspectives and ideas. |

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| Leadership | Inspires and motivates others to perform well, and accepts feedback from others |
| Physical Demands | The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand, sit, walk, communicate and hear. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee may frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus. |

Note: 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.

ASCF an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws. This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. ASCF makes hiring decisions based solely on qualifications, merit, and business needs at the time.

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.
