



**Position Recruitment Notification  
For Internal & External Candidates**

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<b>Job Classification:</b>	<b>Care Coordinator</b>
<b>Department/Division</b>	<b>Neighborhood Services</b>
<b>Employment Status:</b>	Full-time
<b>Number of Openings:</b>	2
<b>Hourly Salary/Grade:</b>	\$36.84/hr.+/- DOQ - Grade 5
<b>FLSA:</b>	Non-Exempt
<b>Union:</b>	Non-Union
<b>Employment Commission:</b>	N/A
<b>Deadline for Application:</b>	<b>Open until filled, first review November 11, 2024</b>

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**POSITION SUMMARY:**

This is a single class position under direction of the Alternative Response to Calls for Service Program Manager. This position provides direct assistance and support to community members with mental or behavioral health needs and/or those requiring linkage to essential services, including unhoused residents of the community. This position will assist in responding to mental and/or behavioral health-related calls from residents, conducting follow-up communications and ensuring that inquiries are addressed promptly and professionally. The ideal candidate will have a background in social work or a related field, with a strong commitment to delivering community member-centered care and ensuring the well-being of individuals in crisis situations.

**INSTRUCTIONS TO APPLICANTS:**

Applicants can apply directly using the following link:

<https://secure.entertimeonline.com/ta/6141780.careers?ApplyToJob=671342402>

For additional information visit our website at <https://www.oak-park.us/jobs>. Applications and resumes may also be submitted by mail to: Human Resources, Village of Oak Park, 123 Madison Street, Oak Park, IL 60302; by email to: [jobs@oak-park.us](mailto:jobs@oak-park.us); or by fax to: 708-358-5107. The Village of Oak Park offers a highly competitive benefit package that includes a retirement plan, deferred compensation program, social security, health & life insurance, vacation, sick leave & other benefits.

**A COPY OF THE POSITION DESCRIPTION IS ATTACHED**

The Village of Oak Park is an Equal Employment Opportunity Employer committed to a diverse workforce and strongly encourages applications from candidates of color.



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**Department:** Neighborhood Services

**FLSA:** Non-Union Non-Exempt

**Grade:** 5

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

### **DEFINITION:**

Works under the supervision of the Alternative Response to Calls for Service Program Manager to provide direct assistance and support to community members with mental or behavioral health needs and/or those requiring linkage to essential services, including unhoused residents of the community. The ideal candidate will have a background in social work or a related field, with a strong commitment to delivering community member-centered care and ensuring the well-being of individuals in crisis situations.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Program Manager

**EXAMPLE OF DUTIES** – Essential and other important duties and responsibilities may include, but are not limited to, the following:

### **Essential duties and Responsibilities:**

1. Provide direct assistance and support to individuals and families experiencing mental or behavioral health needs, offering emotional support, resources, and referrals as needed.
2. Collaborate with the Program Manager to link clients to appropriate community resources, including housing assistance, mental health services, and medical care.
3. Assist in responding to mental and/or behavioral health-related calls from residents, conducting follow-up communications, and ensuring that inquiries are addressed promptly and professionally.
4. Maintain accurate and confidential client records, ensuring compliance with organizational and regulatory requirements.
5. Participate in community outreach efforts to raise awareness of available services and resources, and to promote the program's mission.
6. Work closely with local organizations, first responders, and other stakeholders to coordinate comprehensive care plans and ensure holistic support for community members in need.
7. Participate in training sessions and professional development opportunities as directed by the Program Manager.
8. Other duties as assigned.

### **QUALIFICATIONS**

Knowledge of:

- DSM5 diagnostic criteria, particularly for substance use, severe mental illness and severe persistent mental illness and intellectual developmental disabilities.



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- Oak Park and Oak Park-area community resources/services for physical health, behavioral and mental health, substance use, family dynamics, sexual/physical abuse, Veterans' services, vocational rehabilitations, housing and other services.
- Principles of trauma-informed care and experience in providing services to individuals experiencing trauma.
- Methods of research, program analysis and report preparation.
- Modern office procedures, methods, and computer equipment.

### Ability to:

- Develop highly collaborative, trusting and productive relationships with care coordinators and first responders across the organization.
- Communicate with a wide range of cultures and personalities.
- Communicate clearly and concisely, both orally and in writing.
- Maintain confidentiality with strong knowledge and experience with service delivery documentation including counseling/treatment planning, HIPAA and data management.
- Prepare clear and concise report.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Perform complex research and analyses.
- Establish and maintain interpersonal skills in the workplace to effectively communicate and interact with others.
- Maintain reasonable and predictable attendance.

### Experience and Training Guidelines:

**Experience:** At least 1 year of experience in crisis response or care coordination, preferably in a public safety setting. Prior experience in outreach/engagement to populations experiencing frequent behavioral and mental health and/or substance use crises is strongly preferred.

AND

**Education:** Possession of a Master's degree from an accredited college or university with major coursework in Social Work, Counseling or a related field. Licensed Clinical Social Worker or Licensed Professional Counselor preferred.

### WORKING CONDITIONS:

- This position may require occasional evening or weekend hours to respond to client needs or participate in community events.
- Care Coordinators may need to respond to urgent situations or emergencies outside of regular business hours.

### **Diversity Equity & Inclusion Statement**

The Village of Oak Park commits itself to diversity, equity and inclusion by recognizing that creating a mutually respectful, multicultural, and equitable environment does not happen on its own, it must be



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intentional. This includes providing equal opportunities for everyone regardless of race, ethnicity, gender identity, sexual orientation, religion, ability, military or veteran status or any other characteristics.