



ANTI-VIOLENCE PARTNERSHIP of Philadelphia

Together we can end the cycle of violence.

Job Description

Job Title:	COMMUNITY CARE COORDINATOR
Department:	COUNSELING SERVICES
Project:	PARTNERS IN CARE - PISC
Reports to:	DIRECTOR OF COUNSELING SERVICES
Location:	MAIN OFFICE
Schedule:	FULL TIME
FLSA Status:	EXEMPT
Salary Range:	\$40,000 - \$45,000 ANNUALLY

Background: Established in 1983, Anti-Violence Partnership of Philadelphia (AVP) is a non-profit organization whose mission is to reduce the cycle of violence in Philadelphia by providing a wide range of intervention, prevention, and support services to children, youth, adults, and families to rebuild their lives in the aftermath of violence. Services for victims of violence and co-victims of homicide include individual, family, and group counseling, victim advocacy, court accompaniment, grief support, crisis intervention, and violence prevention training for children, their parents, teachers, and service providers. AVP's comprehensive and collaborative programs are offered throughout Philadelphia in schools, social service agencies, the courts, and the community sites. Services are provided to Philadelphians free of charge. AVP does not require clients to have proof of insurance or citizenship.

Summary: The Community Care Coordinator will be the initial point of contact for individuals referred to AVP by Community Violence Prevention (CVP) staff at Penn Injury Science Center (Penn). These individuals will include children, youth, and adults who have experienced trauma as a result of crime and violence whether recent or in the past. The Community Care Coordinator will assess the needs of the client, refer them to appropriate AVP direct service staff and/or outside resources, follow up to make sure the connection is made, and oversee services provided to the client. The Community Care Coordinator is responsible for coordinating integrated client-centered care that is safe, timely, effective, equitable, and trauma-informed. The Community Care Coordinator will also assist with informing individuals and the public about AVP's victim support services.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Acts as the client's advocate and supports client through their journey starting with initial outreach.
- Coordinates with appropriate staff to manage incoming referrals.
- Administers intakes, needs assessments, service referral(s), and follow-up with clients as needed.
- Reviews case progress, and determines case closure.
- Maintains current, complete, and accurate records for clients, including correspondence and all required authorization documents.
- Documents, tracks, and manages client information in internal data system.
- Answers any calls and e-mails in a timely and professional manner.



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- Empowers clients to make informed decisions by acting as their advocate regarding service status and options.
- Provides Psychological First Aid to co-victims of homicide and victims of violence as needed.
- Supports clients in achieving wellness and autonomy.
- Gathers and disseminates resource information.
- Builds and maintains relationships with community partners.
- Demonstrates professionalism and a commitment to collaboration when engaging with community partners, established and new.
- Participates in community events and programs, as requested and required.
- Presents information about AVP at community-based functions, as requested and required, to identify individuals requiring services.
- Utilizes a wide variety of communications and outreach methods, including social media, to engage individuals and groups in diverse settings and raise awareness of AVP's services.
- Coordinates interpreter/translation assistance for clients who do not speak English or are in need of ASL/TTN.

Administrative Responsibilities:

- Meets weekly with Community Clinician to discuss
- Meets monthly with Penn CVP team to troubleshoot and discuss progress.
- Attends AVP meetings and other meetings as requested and required.
- Records hours worked, maintains a public calendar, and submits bi-weekly timesheet promptly.
- Completes other forms and paperwork as requested and required.
- Assures protection of client confidentiality by appropriate storage of clinical information and sharing of such data only in accordance with AVP's written confidentiality policy.
- Conducts activities related to compliance with federal and state laws related to mandated reporting, HIPAA, the National Association of Social Workers (NASW) Code of Ethics, the Pennsylvania Commission on Crime & Delinquency's (PCCD) Victim Services Program Standards, and the Victim Services Code of Ethics.
- Learns about new developments in the field by reading professional literature, attending courses and seminars, and establishing and maintaining contact with other social service agencies.
- Completes a minimum of 40 hours of training in first year; minimum of 10 hours of training annually in following years.
- This position has no supervisory responsibilities but may be offered the opportunity to supervise interns.

Qualifications:

- Bachelor's degree in a related field and a minimum of 1 years of relevant experience, Associate degree in related field and 3 years relevant experience OR High School graduate and 5 years of relevant experience or equivalent combination of education and experience.
- Certificate in Psychological First Aid, or willingness to complete certificate within thirty (30) days' of employment.



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- Proficiency in the use of Google Suite products (Google Drive, Google Docs, etc.) and Microsoft Office products.
- Experience in presentation slides (Microsoft PowerPoint, Google Slides) with graphs and other visuals, as well as developing spreadsheets (Microsoft Excel, Google Sheets).
- Experience using data entry systems.
- Demonstrated ability to work independently and efficiently in a fast-paced environment.
- Team player with a capacity to collaborate effectively with staff, volunteers, and community organizations for successful achievement of position and organization's mission-driven goals.
- Strong written, verbal, and interpersonal communication skills.
- Demonstrated competence communicating about identity and equity, with a sophisticated understanding of the structures through which race, gender, class, sexual orientation, religion, ability, and other axes of identity function to unjustly distribute power and oppress some in our society.
- A commitment to accessing interpreter/translation services for clients who do not speak English or are in need of ASL/TTN.
- A commitment to providing high quality trauma focused, trauma-informed and culturally sensitive services
- A commitment to integrating justice and equity into the work of the organization to ensure an inclusive and anti-racist organizational culture.
- A commitment to AVP's mission.

Benefits: AVP offers a comprehensive and competitive benefits package for full-time employees that includes: 25 days' paid time off (PTO) annually; 15 paid holidays per year; 100% employer-paid medical, dental, and vision insurance; 401(k) retirement plan; and Flexible Spending Account for medical and dependent care.

Position Details: This is a full-time exempt status position based in Philadelphia, PA. Local and occasional out-of-county travel required for meetings and trainings.

Required Clearances: Employment will be contingent upon receipt of the following background checks: [Pennsylvania Criminal Background Check](#), [Pennsylvania Child Abuse History Clearance](#), and [FBI Criminal History Clearance](#) (*applies only if you have not lived in Pennsylvania for 10 years or more).

Apply:

- Internal applicants should submit a resume and cover letter to avp@avpphila.org with subject line "Community Care Coordinator."
- External applicants must apply via this link: <https://www.indeed.com/job/community-care-coordinator-c6ecc4b6fcc647af>



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Grant Term:	February 1, 2022 – January 31, 2024
Grant Overview:	<p>The primary purpose of the Violence Intervention & Prevention (VIP) Grant Program of the Pennsylvania Commission on Crime & Delinquency (PCCD) is to provide grants to support for local efforts to stop or prevent gun and group violence that is occurring across the state.</p> <p>Penn Injury Science Center (PISC) and Penn Trauma Center at the University of Pennsylvania, as well as strategic community partners including Anti-Violence Partnership of Philadelphia (AVP), received VIP funding to develop a collective impact partnership to support community-engaged, evidence-based violence prevention in West/Southwest Philadelphia:</p> <ol style="list-style-type: none">(1) Convene the PHIGHT network (Philadelphia’s Hub to reduce Interpersonal Violence, Gun Violence, Homicide and Trauma) of community, academic, health system, & government stakeholders committed to reducing gun violence in West/Southwest Philadelphia to align a collective vision, shared metrics, and mutually reinforcing activities.(2) Identify a cohort of 40-65 adult and young adults at highest risk for future involvement in gun violence for focused intervention using data systems (i.e. Philadelphia CARES, Shooting Dashboard, Penn Trauma registry), the PHIGHT network, and knowledgeable community partners.(3) Implement and evaluate trauma-informed violence interruption services and tailored support from community-based organizations including short and long-term conflict resolution and tailored support for the cohort. This is a community-relevant expansion and adaptation of Temple’s Cure Violence model in North Philadelphia. <p>Website: https://www.penninjuryscience.org/outreach/community-violence-intervention-hub/penn-community-violence-prevention/</p>

Anti-Violence Partnership of Philadelphia is an equal opportunity employer committed to a racially just, diverse, equitable, and inclusive workplace where differences are valued and respected. Our goal is to be a diverse workforce that is representative, at all levels, of the communities we serve. It is our policy to abide by all federal, state and local laws prohibiting employment discrimination based on a person's race (including hair texture and hairstyles), color, religious creed, sex, national origin, ancestry, citizenship status, pregnancy, childbirth, physical disability, mental and/or intellectual disability, age, military status, veteran status (including protected veterans), marital status, registered domestic partner or civil union status, familial status, gender (including sex stereotyping and gender identity or expression), medical condition (including, but not limited to, cancer related or HIV/AIDS related), genetic information, sexual orientation, or any other protected status. Individuals who are Black, Indigenous, People of Color (BIPOC), LGBTQIAGNC, veterans, with disabilities, and/or at the intersection(s) of any of these identities are strongly encouraged to apply. If you are a member of one of these equity groups, you are encouraged to self-identify, on either your application form, cover letter, or resume.