



Job Title: Support Coordinator

FLSA Classification: Exempt

Department : Residentail

Reports to: Manager of Residence

Salary: Starting \$59,500

Date Updated: 10/4/24

Job Description

Summary/Objective

The Support Coordinator provides guidance and direction to assigned staff and oversees the daily living experience for the participants in a Hanna Center Group Home. The Support Coordinator works closely with the YC Program Manager and assigned staff to ensure that the group home environment allows the participants to develop socially appropriate behaviors and provides a therapeutic environment.

Essential functions

Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

- Oversee the quality assurance of a GH program to ensure programming reflects best practice, trauma informed, quality standards.
- Ensure YC professionals are accountable, and assessments and interventions implemented are rooted in student-centered, trauma informed care principles.
- Provide regular updates to the Manager of Residence, VP of Residential Programs and Clinical Director.
- Act as a positive adult role model in all areas by demonstrating and developing positive interactive relationships while establishing clear boundaries for the participants .
- Supervise the participants , implementing treatment approaches and or techniques which include Restorative Practice, Life Space Interviews, Universal Trauma Training, ACE Study, Workforce Protection and Policies that Reflect Trauma Informed Care.
- De-escalate crisis situations as they arise and implement crisis intervention skills as needed.
- Ensure compliance of safety rules and emergency procedures.
- Ability to work with clinician department and help provide trauma informed consultation, coaching, and support to team members.

- Available to team regarding the behavior management concerns of the participants .
- Evaluate performance of assigned staff, including making effective recommendations for salary changes, promotion, discipline, and discharge as needed.
- Observe and evaluate the job performance of the team members.
- Resolve personnel difficulties within their team.
- Schedule assigned staff ensuring adequate coverage; this may include filling absences in the group home, including sleepovers.
- Provide training to ensure staff are properly trained.
- Oversee administrative duties, such as scheduling, budget, quarterly reports, house maintenance, etc.
- Required to rotate overnight pager duties.
- Work collaboratively with NPS as needed in relation to our participants.
- Must be flexible to arrange schedule to meet program needs.
- Ability to maintain professional relationships with the participants and colleagues.
- Work in fast pace, stressful environment.
- Able to evaluate and address program gaps and improvements needed.
- Ability to oversee and manage medical needs for our participants and fulfil medication protocols.
- Support all residential programs on campus.
- Other duties as assigned.

Qualifications

- BA in social science area preferred or experience working with children.
- Able to use discretionary judgment.
- Commitment to ongoing professional development, including completing the HBC Certificate Program
- Ability to de-escalate and resolve conflicts involving staff, families, and participants .
- Ability to handle several different tasks at the same time.
- Knowledge of trauma-informed theories, principles, and practices (includes multi-faceted understanding of concepts such as community trauma, intergenerational and historical trauma, parallel processes, and universal precautions).
- Ability to identify professional development needs and coordinate training for a broad range of residential staff.
- Ability to demonstrate effective skills in group facilitation, managing teams/groups, organizational dynamics, and consensus building. advocate, model and support implementation of agency and community-level initiatives around trauma informed care practices.
- Ability to communicate clearly and concisely, both orally and in writing.

Comments

- Must clear background check for a Community Care Licensed facility, including physical, tb and drug test.

- Must have a valid CA driver license and the ability to be insured under our policy.
- Able to be certified in Crisis Intervention, CPR, First Aid and community water safety.
- This position requires the ability to bend, squat, stoop, and walk-up flight of stairs and able to safely lift 50 pounds and carry 20 pounds.

Affirmative Action/EEO Statement

Hanna Center is an equal opportunity employer. All applicants will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.

Other Duties

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Ready to Apply?

Send your resume and cover letter to: jobs@hannacenter.org