

**INSTITUTE FOR NONVIOLENCE CHICAGO**

**POSITION TITLE:** Care Coordinator

**REPORTS TO:** SC2 Project Manager

The Institute for Nonviolence Chicago's mission is to end the cycle of violence using Dr. Martin Luther King, Jr.'s principles and teachings of nonviolence. Informed by a philosophy of nonviolence, Nonviolence Chicago will establish caring and sustained relationships with participants engaged in the cycle of violence. We will emphasize partnerships with community members, leaders, social service providers, and local law enforcement to reduce community levels of violence. We will help create a safer, healthier environment for young adults, youth, and their families. These general approaches will be specifically addressed using for major methods: Community Violence Intervention (CVI) / Street Outreach, Individualized Service Provision, Victim Support Services, and Nonviolence Training.

**About the SC2 Collaborative**

The Institute for Nonviolence Chicago (INVC) is serving as the hub for the SC2 initiative in the Austin community. The SC2 Austin Collaborative came together to begin scaling their promising programs throughout Austin to achieve community-level violence reduction by scaling up services to individuals at highest risk of violence. This unprecedented level of coordination, alignment, and investment in direct service provision to the highest risk individuals will not only provide lessons for local replication but may also serve as a model that can be deployed in other cities across the nation.

**POSITION OVERVIEW:** Reporting to the SC2 Project Manager, the Care Coordinator is a critical member of the SC2 Collaborative team who will work with all partner organizations. In partnership with the Care Coordination Working Group, the Care Coordinator will track referral capacity at each partner organization, identify trusted external referral organizations appropriate to address the needs of participants, and maintain strong relationships at all organizations to make sure that high-risk participants have a seamless experience accessing resources. This position will serve as a hotline for all SC2 Collaborative organizations to contact when a participant has a need that can't be addressed within their organization, and the position will coordinate and track all participant referrals (both within the Collaborative and external). The Care Coordinator will also work closely with colleagues in the data department to ensure all reporting requirements are met.

The ideal candidate is a detail oriented, proactive person who can collaborate with a diverse group of individuals and build relationships. The ideal candidate is also someone who has a deep personal commitment to the mission and long-term goals of INVC, is a natural problem solver who thrives when tasked with identifying solutions in an evolving environment, and leads with empathy, patience and a trauma-informed lens.

**ESSENTIAL FUNCTIONS/RESPONSIBILITIES:**

- Track referral capacity at each SC2 Austin Collaborative partner organization to provide services that meet the five pillars of the initiative (street outreach, education, employment, behavioral health, and life coaching)

- Identify trusted external referral organizations appropriate to address the adjacent needs of participants (such as substance use services, housing, food insecurity, etc...)
- Maintain strong relationships at all organizations to make sure that high-risk participants have a seamless experience accessing resources
- Serve as a hotline for all SC2 Collaborative organizations to contact when a participant has a need that can't be addressed within their organization, specifically:
  - Receive the call from the SC2 Collaborative partner organization and note participant biographical information and needs
  - Immediately contact trusted referral partner to make referral
  - Work with partner organization to make sure participant-referral connection takes place
  - Follow up within 24 hours of referral taking place to determine if referral was successful and take additional steps as necessary to make sure participant receives needed services
- Coordinate and track all participant referrals (both within the Collaborative and external). In this sense, maintain a caseload of referrals (not a traditional caseload of participants) and regularly communicate with SC2 Collaborative organizations to track referral and participant outcomes
- Convene the Care Coordination Working Group which will include appropriate staff representatives from each organization and serve as a mechanism for continuous updates to be provided to the care coordinator regarding referral capacity and potential new trusted external partners
- Maintain daily communication with staff across all organizations and assist with efforts to strengthen operational consistency and thereby participant outcomes
- Develop and maintain tools to track effectiveness over time, clearly articulate gaps in deliverables to supervisor and make recommendations for quality improvement
- Collaborate with colleagues in the finance department to make sure that grant deliverables are being met, and collaborate with colleagues in the data department to make sure those deliverables are being communicated in regular reporting
- Other duties as assigned

**QUALIFICATIONS:**

- Bachelor's degree in human services field (ie. sociology, social work, etc.) OR currently enrolled in college courses with a timeline for completion within two years
- At least five years (5) year's professional experience, preferably in the non-profit, foundation or government sector
- Excellent computer skills and experience working closely with Microsoft Excel
- Demonstrated commitment to professional development and to bettering yourself
- Familiarity with Chicago neighborhoods and the fundamental drivers of violence
- Ability to take initiative, work as a self-starter and lead by example
- Ability and commitment to maintain high level of confidentiality
- Demonstrated experience serving as a problem-solver in a complex environment
- Excellent verbal communication skills, and ability to communicate effectively in writing
- Willingness to learn and commit to the principles of nonviolence, restorative justice and trauma-informed practices

- No pending criminal cases or prior convictions for sexual assault, child abuse or domestic violence
- Valid Illinois driver's license, insurance, and good driving record

**SALARY/BENEFITS:**

Competitive/commensurate with experience and other qualifications. Competitive benefits package available, including Health, Life, and 401K. Employment with INVC requires proof of vaccination or an approved medical exemption.

To apply, please send a cover letter along with your resume to [hiring@nonviolencechicago.org](mailto: hiring@nonviolencechicago.org).

**Institute for Nonviolence Chicago -- EEO Statement**

Institute for Nonviolence Chicago provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, Institute for Nonviolence Chicago complies with applicable state and local laws governing nondiscrimination in employment in every location in which the organization has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.