



COLLEGE COORDINATOR JOB DESCRIPTION

Girls Educational & Mentoring Service (GEMS)

Girls Educational & Mentoring Services (GEMS) is a 501 (c)(3) non-profit organization whose mission is to empower girls and young women, ages 12–29, who have experienced commercial sexual exploitation and domestic trafficking to exit the commercial sex industry and develop to their full potential. GEMS' is the only nonprofit organization in New York State to provide specialized services to young women and girls who have experienced commercial sexual exploitation with counseling, crisis housing, life skills training, job training and health care with consistent support and viable opportunities for positive change.

Position Summary: The Support Services Coordinator is responsible for working directly with runaway and homeless youth, specializing in sexually exploited and trafficked young women, ages 16-29. The Support Services Coordinator is responsible for providing counseling, comprehensive case management and advocacy services. They serve not only as case managers, but as advocate, ally, counselor, and a support system for young women in crisis. The Support Services Coordinator will be an essential part of the Support Services Team and overall GEMS community.

Title: Support Services Coordinator

Salary: \$50,000 - \$60,000 commensurate with experience

Role Concentration: Case Management

Job Type: Full time | Hybrid Position

Shift: Monday – Friday

Key Tasks and Responsibilities: This statement of duties is for purpose of identifying this position, but **it is not limited to:**

Case Management and Counseling:

- Responsible for providing holistic and comprehensive trauma-informed case management to the participants
- Build relationships and trust with traumatized and disenfranchised young women ages 16-20.
- Ensure safety of residents and promote confidentiality.
- Conduct family/youth support groups and independent life skill groups as needed.
- In collaboration with the Counselor, aid individuals and families requiring assistance, including but not limited to problems such as personal and family adjustments; finances, employment, food, clothing, housing, medication monitoring and adherence.
- In collaboration with the Support Service Manager and the Chief Program Officer, coordinate physical and mental health assessment of each youth to ensure all needs are being met and treatment service delivery is followed through accordingly.
- Helps participants to modify attitudes and patterns of behavior by increasing understanding of self and personal problems.
- Coordinate the referrals to community resources and facility connections to treatment services identified and/or approved by the Support Service Manager and/or Chief Program Officer.
- Coordinate referrals to school, medical, dental, psych services, job placement, and others, depending on the need of each youth.
- Set and contribute to a safe, dignified, orderly atmosphere by enforcing program policies and procedures.
- Serve as a role model- guiding and empowering members and facilitating appropriate behavior around daily living skills, self-care, personal interaction, social relationships and constructive time management.
- Provide mediation and conflict resolution as appropriate, to address all conflict and safety concerns in the space.
- Meet with participants at least twice weekly.
- Conduct home visits, medical, hospital, and dental visits with youth as needed.
- Responsible for maintaining thorough and accurate records, case files, required forms/consents/HIPAA, expense reports, check requests, correspondence, and reporting summaries; complete necessary documentation in a timely, accurate and complete manner.
- Document all meetings and progress on case management notes of participant's activities and maintain participants' records.
- Conduct biweekly, quarterly, and annual reports on task assignments and goals.
- Participate in main office events, bi-weekly staff meetings, and collaboration with all GEMS staff and members.
- Respond to crisis as needed and respond appropriately to emergencies including contacting appropriate staff, being available

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on weekends and evenings for crisis intervention

- Maintain relationships, collaborations and linkages with CBO's and other related service providers identified and/or approved by the department.
- Promote the cooperative, harmonious, teamwork and professional environment GEMS strives to maintain within the workplace.
- Promote an atmosphere of dignity and respect in line within the philosophy and policies of GEMS to all staff

Administrative Duties:

- Attend weekly or bi-weekly supervision meetings.
- Attend weekly all staff, case conferencing, grand rounds or professional development meetings, and retreats and trainings as needed.
- Responsible for data collection, documenting and reporting on program outputs, outcomes and quality indicators into the data management system, Apricot; evaluate the progress of members on their caseload and monitor movement toward the program outcomes.
- Responsible for fiscal responsibilities and documentation related to case management needs; complete check requests and expense reports in a timely manner.
- With the Support Services Team, maintain the program spaces, ensuring
- Support with the day-to-day responsibilities and staffing of the program space, including but not limited to, engaging with members, supporting or facilitating groups, supporting with homework, job searches, etc., staffing the front desk, assisting with donations and basic needs, etc.
- Provide on-call crisis intervention support when needed.

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Additional Qualifications:

- Bachelor's degree in social work or related field of study with equivalent clinical and professional experience. Master's degree with clinical component highly preferred.
- Eligible to work in US
- A minimum of 2 years experience working with youth and sensitivity to the needs of sexually exploited young women.
- A minimum of 2 years of experience working with mental health related issues, complex trauma, substance abuse, court involved youth, domestic violence, HIV/AIDS, child welfare related issues and crisis intervention techniques.
- A minimum of 1 year of prior case management experience is required.
- Demonstrated ability to facilitate small groups and workshops.
- Ability to be available for crisis as needed.

GEMS Core Values:

- Developmentally Grounded
- Trauma Informed
- Culturally Competent
- Gender Responsive
- Strengths Based
- Social Justice Oriented

GEMS Principles:

- Survivor Leadership
- Transformative Relationships