



JOB TITLE: H.O.P.E Transition Coordinator (Home Options Path to Empowerment – H.O.P.E.)

LOCATION: Northfield, IL

FLSA Status: Exempt

PT/FT: FT (35 hours/week)

Are you looking to make a difference in people's lives? If you answered yes, then you will enjoy working at North Shore Senior Center! We are in search of a H.O.P.E Transition Coordinator who will build and maintain relationships with residents called "class members" and staff at select skilled nursing facilities. Will also partner with other providers and coordinate the activities needed to transition clients from skilled nursing facilities into the community.

NSSC is a small non-profit social services agency with just over 100 employees. For the fourth year in a row, Chicago Tribune has recognized NSSC as a Top Workplace in the Chicagoland area. We are looking for someone who will bring their experience and passion to support the independence and well-being of our clients.

We work hard to foster a supportive work environment with a healthy work-life balance. We invest in the training and support of new employees as they start in this new role.

DUTIES AND RESPONSIBILITIES:

- Develops comprehensive, person-centered service plans for class members and monitors and updates service plans according to program guidelines.
- Interviews class members and nursing home staff, and reviews facility and other records to identify strengths, developmental areas, and independent living skills.
- Completes needed tasks for class members in preparing for moving into the community, including assistive technology referrals, DON requests, durable medical requests, obtaining free/reduced fare cards for class members, and makes referrals to other community agencies as appropriate.
- Visits class members in the nursing home once a month.
- Coordinates with family members and other personal contacts, as needed.
- Reviews nursing home and medical records.
- Coordinates with managed care organizations (MCOs) on behalf of class members.
- Assists class members with filling out supportive living program applications and accompanies them on tours of supportive living programs.
- Assists class members with obtaining documents from the Social Security office and Secretary of State's office.
- Accompanies class members to select appointments.
- Support other areas of the program, as needed.
- Collaborates with partner agencies to facilitate all aspects of the transition.
- Follows all program standards and procedures.

QUALIFICATIONS:

- Master's Degree (MA, MSW) in social work, counseling, psychology, or related field
 - Licensed Clinical Social Worker (LCSW) or Licensed Clinical Professional Counselor (LCPC), preferred
 - Minimum of 1 year experience in providing social services
 - Experience in working directly with clients with severe mental health conditions, drug/alcohol abuse and/or complicated physical illness preferred.
 - Excellent written and oral communication skills needed, with demonstrated ability to engage clients.
 - Computer skills required: Microsoft Office Suite; ability to learn proprietary program databases.
 - Other skills required:
 - Knowledge of community supportive services
 - Sensitivity to cultural diversity
 - Ability to work with people who have multi-faceted needs.
 - Current driver's license and access to a vehicle
 - Experience with Community Care Program (CCP) or other care management program, preferred.
 - Experience with Colbert and/or Williams consent decrees, preferred.
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To be considered for this position, please send your resume and salary requirements to hr@nssc.org.

EOE: North Shore Senior Center is an equal opportunity employer; applicants are considered for all positions without regard to race (including traits associated with race including, but not limited to, hair texture and protective hairstyles such as braids, locks and twists), color, religion, sex (including pregnancy, gender identity, and sexual orientation), marital status, parental status, national origin, age, disability, veteran status, genetic information, or any other status protected by applicable federal, state or local law.