



**Job Title:** Case Management Site Coordinator  
**Reports To:** Program Director  
**Location:** Various  
**Duty Days:** 206  
**Type:** Full-Time  
**Overtime Status:** Exempt  
**Effective Date:** 7/1/2024  
**Starting Salary:** \$44,000 with consideration for education, professional licensure, and experience.

### **Primary Purpose:**

The Communities In Schools of North Texas (CISNT) Case Management Site Coordinator is responsible for the overall success and contracted outcomes for the CISNT school-based dropout prevention program. The individual will coordinate services for at risk students and family members for the purpose of decreasing dropout rates, and increasing student academic performance, behavior, attendance, grade level promotion and graduation from high school rates. Services include supportive guidance and counseling, health and human service linkage, college and career readiness, enrichment activities, academic support, mentoring, and parental involvement activities for school day programs. The Case Management Site Coordinator will be responsible for upholding all CISNT policies and standards, maintaining consistent and confidential documentation of services provided, conduct campus and individual student needs assessments and service plans, conduct home visits and for training, developing, monitoring, and supporting volunteer mentors who work one-on-one with at-risk students.

### **Qualifications:**

#### **Minimum Education/Certification:**

- Bachelor's Degree required. Degree in Social Work or Counseling preferred.
- Minimum of one-year experience working with children and adolescents preferred
- Bilingual preferred based upon campus need

#### **Special Knowledge/Skills:**

- Advanced knowledge to analyze, interpret or make deductions from varying facts or circumstances related to case management programming and data collection.
- Experience working with economically disadvantaged, at risk and/or English as Second Language Learners
- Creativity and originality to identify and secure resources needed to assist students in developing higher level reasoning, decision making and problem-solving skills
- Ability to exercise discretion and independent judgment on significant case management matters
- High levels of initiative, flexibility, and organizational skills
- Ability to perform duties with no on-site supervision and limited remote supervision
- Strong computer skills in Microsoft Office technologies are required
- Ability to work in a fast paced, fast changing environment and be multi-tasked oriented
- Demonstrates commitment to the values of diversity, equity, inclusiveness, and empowerment
- Exhibit a commitment towards the CISNT mission, goals, and strategic plan.

## **Major Responsibilities and Duties:**

### **Provide Necessary Services to At Risk Students and Families**

The CISNT Case Management Site Coordinator will provide supportive guidance and counseling; college and career readiness activities; health and human service linkages; academic support; enrichment activities; and facilitate parental involvement with at risk student and family members for the purpose of decreasing the number of students who drop out of school and increasing the number of students whose academics, behavior and attendance improve, who are promoted and who ultimately graduate from high school.

### **Program Planning**

The Case Management Site Coordinator will be responsible for developing unique and effective programs, projects and activities that meet the CISNT six components that will be offered to the students. They must complete a Campus Plan detailing all activities available, needed and to be offered on the campus to the case managed students and general campus population.

### **Case Management**

The Case Management Site Coordinator will provide ongoing case management support for a minimum of 100 at risk and economically disadvantaged students on the school campus, unless otherwise directed by the Senior Director of Case Management Programs. Will be required to enroll, assess need, develop a service plan, provide wraparound services, track progress, document services and assess the progress of students. All case management data will be entered into the CISNAV case management system. The Case Management Site Coordinator will be expected to operate a school-based dropout prevention program that meets or exceeds all contracted outcome goals.

### **Reporting and Recordkeeping**

The Case Management Site Coordinator will be responsible for reporting data on students, family members and community members receiving services, reporting data on agencies that provide services, keeping records of in-kind donations, volunteer hours and submitting reports to the CISNT central office by the appropriate deadlines established by the Senior Director of Case Management Programs. Entry of case management activities will be performed on a timely basis as defined by the Senior Director of Case Management Programs.

### **Organizational Climate**

- Demonstrate high expectations for staff and students.
- Use positive acknowledgement with staff and students.
- Encourage, support, and develop CISNT mentors and volunteers
- Communicate effectively with staff, students, parents, and the community.
- Relate to staff, students, parents, and the community in ways that convey mutual respect.
- Demonstrate skill in conflict resolution with administrators, students, parents, and the community.
- Demonstrate commitment to the values of diversity, equity, inclusiveness, and empowerment.

### **Supervisory Responsibilities:**

The Case Management Site Coordinator will be responsible for all AmeriCorps Members, interns, mentors, and volunteers assigned to their campus. This supervision includes, but is not limited to the following:

- Matching of students with AmeriCorps Members, interns, volunteers, and mentor on their campus. Match will be based upon student's needs.
- Providing guidance and monitoring the above matches, documenting services, and supervising of all student related activities.
- Coordinate campus specific volunteer needs with the Volunteer Department.
- Provide an orientation and training specific to the campus to acclimate the mentor and review campus specific policies and procedures.
- Monitor the mentor relationship, provide information to mentor as appropriate to support the relationship, communicate frequently with mentor (in person, phone, and e-mail).

**Professional Growth**

- Assume responsibility for personal growth to improve job performance by actively participating in CISNT staff meetings and trainings
- Conduct school faculty training, as appropriate, to maximize mentor productivity and connections between the program activities and the regular school day curriculum on all target campuses.

**Program Evaluation**

- Systematically and continuously monitor the CISNT program and outcomes such as student grades attendance, and behavior, volunteer and mentor services, and campus services. Make adjustments rapidly as appropriate for goal attainment.
- Submit monthly service reports, volunteer reports, and other reporting documentation required by funders

**Additional Duties**

- Serve as a liaison between the school, CISNT and the community.
- Serve as a liaison between parents of CISNT students and the CISNT staff and agency service providers.
- Establish rapport with the students and their families by making frequent home visits and keeping in close contact with the student's parent or guardian throughout the school year.
- Consistent daily attendance
- Perform other duties as assigned by the CISNT Leadership Team.

**Equipment Used:**

Computer, FAX, copier, digital projector, digital camera, other specialized equipment that is particularly unique to the position

**Working Conditions:**

- Frequent travel within Dallas/Ft Worth Metroplex and occasional statewide and national travel
- Mental demands: Ability to communicate effectively (verbal and written); ability to instruct; maintain emotional control under stress.
- Work with frequent interruptions, maintain emotional control under stress.
- Repetitive hand motions. Occasional prolonged and irregular hours.
- Ability to meet deadlines and program objectives

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The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

**Continuation of position is contingent upon funding.**