



CARE COORDINATOR JOB DESCRIPTION

Job Title: Care Coordinator (Day, Evening and Weekend)

Department: Direct Care

Reports To: Program Director

Job Type: Part Time/Non-Exempt

Summary:

The Care Coordinator serves as additional support to the Direct Care team and is responsible for executing administrative and relational duties delegated by the Program Director. This role supports Direct Care staff by fostering an environment of belonging and connection for participants while ensuring administrative tasks are completed effectively.

Essential Duties & Responsibilities:

Participant Support:

- Build and maintain relationships with participants.
- Assist with routine tasks and household responsibilities such as meals, hygiene, and supervision, as needed.
- Provide additional support to participants' needs and supervision.
- Hold participants accountable for program expectations and address areas of concern.
- Resolve conflicts between participants and report major issues to the Program Director.

Transportation and Appointments:

- Provide transportation in the organization's vehicle to programming outings, appointments, workshops, activities, and other required events.
- Assist with participant support during appointments.

Administrative Support:

- Assist with administrative tasks such as maintaining daily and monthly systems for grant and measurement data.
- Take inventory of household supplies, ensure food safety, and assist with weekly grocery shopping.
- Document observations, participant interactions, and any corrections during shifts.



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- Communicate effectively through email and Slack with Direct Care staff as needed.

Medication and Case Management:

- Oversee medication administration and audit medication logbooks.
- Fulfill individual needs of participants through the needs request process.

Supervisor Responsibilities:

This position does not supervise staff.

Qualifications:

Prior experience in a survivor setting is preferred. Must have good communication, the ability to multitask, and the ability to work well under pressure and be willing to be flexible. Proficient knowledge of computer programs such as Word, Excel, etc.

Education:

A bachelor's degree in Human services or a related field is preferred. Experience in a participantsial setting is preferred.

Language Skills:

Ability to document daily notes and serious incident reports. Ability to communicate, verbally and in writing, in a clear, concise, and effective manner.

Reasoning Skills:

Ability to define problems, collect data, establish facts, be assertive, and draw valid conclusions. Ability to interpret a variety of instructions in written or oral form.

Other Requirements:

- Must be 21 years of age or older.
- Physical demands may be required in this position.
- A valid Texas Driver's License, appropriate insurance, and a reliable vehicle.
- Must submit and pass a pre-employment drug test, as well as agree to random drug tests during employment.
- Must successfully pass all background screens as required by the state.
- Have a record of a tuberculosis screening, showing the employee is free of contagious TB.



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- Be physically, mentally, and emotionally capable of performing assigned tasks and must have the skills necessary to perform assigned tasks.

Benefits:

- Paid Holidays

Schedule:

- Weekend and evening responsibilities are possible
- Rotating on call schedule when needed

Organizational Information:

OneVoiceHome is a faith-based, state-licensed, trauma informed, therapeutic home for participants of sex trafficking. OneVoiceHome is infused with TBRI (Trust Based Relational Intervention). OVH organized living environment will allow young women to experience a new beginning using an overall holistic approach designed to fit her specific needs. The young women at OneVoiceHome have the opportunity to choose to transform their lives and re-enter the community as a confident advocate for others who need to see that your past does not define you and there is hope after the pain.

Website:

- www.onevoicehome.org

Facebook page:

- <https://www.facebook.com/onevoicehome/>

I HAVE READ THE ABOVE JOB DESCRIPTION AND UNDERSTAND THE EXPECTATIONS IN PLACE FOR MY EMPLOYMENT WITH ONEVOICEHOME.

Employee Name (print)

Signature

Date