



## CLIENT SERVICES COORDINATOR

### JOB DESCRIPTION

August 2023

Patty's Hope offers biological mothers of children in foster care help, hope and healing through a holistic program focusing on housing advocacy, trauma care, life skills and healthy community. We are looking for a person to walk alongside biological mothers in a case management format, in partnership with the department of social services, other service providers, and Patty's Hope's staff and volunteers.

#### JOB DESCRIPTION:

The Client Services Coordinator (CSC) supports the client by striving to be a supportive and warm presence in the midst of a very painful and confusing time in the biological mother's life (having her children removed and placed in foster care). Yes, the CSC helps the mother set and reach goals that are consistent with her service plan with Patty's Hope and her service plan with the Department of Social Services (DSS); but, possibly more importantly, the CSC makes space for the mother by being a constant during this crisis in the mother's life. This can look like meeting for coffee, listening to her story/fears/concerns/hopes, advocating for her, attending court with her, bringing her flowers after a difficult court hearing, or perhaps praying with her and sharing the hope Jesus offers us, when/if the opportunity arises and it feels appropriate.

The CSC is the mother's main point of contact with Patty's Hope. It is our desire that the CSC will reflect the love of Christ towards the mothers she serves by being a safe place for her to share her struggles without fear of judgement or condemnation. It is important for the CSC to be trauma informed. If this is something with which the applicant feels she doesn't have a lot of experience, Patty's Hope can assist with guiding the applicant to trauma training in the community or online. This should not be something that prohibits an applicant from applying for this job. Our desire is that, most importantly, all CSC's have a heart to be sensitive and informed about the very real trauma that the mothers we serve have experienced in their lives.

Another area of support that the CSC provides is guiding the mother through the twists and turns of the foster care system. Helping her to understand the terminology used when a child is placed in care (FPM, TPR, 'return home', 'trial home placement', etc.) and the various players involved in a foster care case (GAL, CASA, attorneys, social workers, therapists, counselors, judges, etc.). Some of this can be learned on the job, so the applicant does not have to know the foster care system inside and out, but some experience or knowledge is helpful. It is also beneficial that the applicant has experience working with people living in poverty and chronic dysfunction.

It's important that the CSC tracks her interactions with the mother through case notes. This is a simple report after each visit or any interaction with another service provider on behalf of the mother. This case note would include the nature of the visit, what occurred, and who was involved. The CSC is responsible for ensuring that the client's chart is complete -- all forms are signed, and that service plans and waivers are up to date and reviewed annually. The CSC will work closely with other Patty's Hope staff to ensure clients are receiving consistent care across the organization, including attending monthly care groups and/or therapeutic activities.

The CSC may at times be requested to provide transportation for clients to appointments, care group or a therapeutic activity. CSC may occasionally be asked to help plan special events and retreats in collaboration with other Patty's Hope staff.

The CSC will also be required to supervise visits, when needed. These visits are between the biological mother and her children and occur at the Patty's Hope office (at Christ Presbyterian Church). Visits are typically one hour in length for one child. If the mother has more than one child in foster care, the visits can be longer to give the mother more time with her children.

The CSC will seek out guidance, as needed, and provide peer-to-peer support and guidance when possible. We encourage CSCs to feel comfortable seeking out ongoing professional development opportunities. Client services coordinators are expected to maintain a self-care plan and to seek out organizational support in the event of signs of compassion fatigue or burnout.

#### COMPENSATION:

\$22 per hour

An average of 15 hours per week

NOTE: For all positions in Patty's Hope, vacation pay, sick pay, retirement/401 plans and health insurance are not offered. All staff receive a W2.

#### QUALIFICATIONS:

Patty's Hope seeks staff who are followers of Jesus, so they are motivated by the Gospel and Christ-like compassion. Each staff role is essential to the organization. Each person on staff has a responsibility to seek justice, love mercy, and walk humbly (Micah 6:8) as an ambassador of Christ and of Patty's Hope to clients, partners, volunteers and community members. How Patty's Hope staff execute our roles and responsibilities is essential to how well the program functions and to the quality of the services that Patty's Hope provides. Honesty, accountability, and diligence are expected as staff use their skills, talents, and time for Patty's Hope.

We prefer that client service coordinators are female and mothers themselves so they can sympathize and understand the unique position of the mothers we serve.

- 1-2 years' experience in a social work, counseling or ministry field
- Experience working with people from hard places preferred
- Experience with the foster care system preferred, but not required
- Applicant agrees with our statement of faith, as found on our website ([www.pattyshope.org](http://www.pattyshope.org))

- Must have a caring heart and be willing to shepherd these mothers as they walk a very difficult road, yet also have the grit to enter into the realities of what these women have been through in their lives that has led them to the point of having their children removed
- A bachelor's or master's in social work, counseling, or ministry is desired, but not required
- Able to provide own transportation
- Access to a laptop computer
- Comfortable with Microsoft Office platforms
- This position requires some flexibility as some weeks are busier or slower than others
- Occasional availability on evenings and weekends
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#### REFERENCES AND BACKGROUND CHECKS:

We request contact information (email or phone) for two references:

1. From a senior leader, elder or pastor from your church. Preferably someone who knows you well and has seen you perform in a serving capacity.
2. From someone who can speak to your character and is familiar with your character, heart and work ethic.

If you are offered this position, we will request permission to perform a background check.

Thank you so much for considering this position with Patty's Hope. If interested, please contact Peter at 804-882-4789 or [peter@pattyshope.org](mailto:peter@pattyshope.org) for further details.