



# Brighter, Behavior, Choices Inc. NFP

At Brighter, Behavior, Choices Inc. NFP our mission, vision and values are more than words, they are the guiding principles for all within our community to perform, behave and invest. We are in the business of positively changing lives...EVERYDAY. We understand our success starts and ends with a knowledgeable, skilled, invested and high performing workforce who lives the mission of our organization in every professional thought and interaction.

## **Our Mission**

Recognize potential problems, evaluate alternatives, and implement positive solutions for individuals that may be traumatized by homelessness and suffers from alcoholism, substance abuse disorders, mental/ behavioral health reoccurring disorders and MAT / MAR Participants.

## **Our Vision**

Expand our program to accommodate the needs of the community at large, including men, women and families by providing opportunities and enrichment of hope, healing, ambition, success, and setting a long-term goal towards sobriety with psycho-social, holistic, realistic, and therapeutic methods of approach for individualized care.

We are currently in search of our next Program Care Coordinator, reporting to the Program Manager, to provide general administrative support and care coordination within the Recovery Café Chicago Program.

**Brighter, Behavior, Choices Inc. NFP has partnered with Next Right Move Career Management Services on the recruitment of this role. Please direct questions and/or submit resume and cover letter to [info@nrmcareercoach.com](mailto:info@nrmcareercoach.com). Include "Program Care Coordinator" in the subject line.**

## **PROGRAM CARE COORDINATOR**

### **Essential Functions**

#### ***Administrative Support***

- Ensures timely and accurate general administrative functioning focused on effective front office operations including but not limited to: greeting and assisting in-person guests, receiving phone calls and routing calls appropriately, calendaring and scheduling meetings, document filing and maintenance, and supply ordering and inventory maintenance
- Oversees set-up and breakdown based on on-site events and activities
- In collaboration with the Program Manager and Community Outreach Coordinator, provides relevant support to external events and partnerships
- Executes timely and accurate billing procures (ISTARS Billing)

#### ***Care Coordination***

- In collaboration with the Program Manager and Community Outreach Coordinator, interacts with members, their families, & member support systems to reduce barriers to care
- Participates in team delivered care coordination services across multiple settings
- Supports members in understanding membership requirements and in completing relevant paperwork
- Oversees new member orientation
- Assists in developing formal and informal community supports (where applicable)

- Other duties as assigned and/or required

**Minimum Qualifications**

Education

- ◆ Minimum high school diploma or GED equivalent required.

Experience

- ◆ Minimum three (3) years professional and relevant experience required.
- ◆ Experience in a social service agency and with populations struggling with Alcoholism, Substance Use Disorders, Behavior Health / Co-Occurring Disorders and Re-Entry (Optional) strongly preferred.
- ◆ Bi-lingual/multi-lingual proficiency preferred.

**K/S/A** (knowledge/skills/abilities)

- Proficient and functional knowledge of administrative best practices
- Innate attention to detail, organization and time management acumen
- Ability to embody principles of recovery in daily interaction
- Ability to maintain and manage confidential information
- Strong critical thinking and problem-solving acumen
- Demonstration of Emotional Intelligence and professional maturity
- Strong demonstrated knowledge and skill in the use of various technologies including computers and telephone systems
- Proficient and functional knowledge of MS Office (Word, Excel, Powerpoint, and Outlook)
- Strong research acumen and abilities
- Strong communication acumen including written, oral, and listening
- Ability to proactively identify challenges and barriers to stated objective and employ assistance in addressing these
- Strong collaboration acumen and abilities

Position Specs	Comprehensive Benefits Package (for full-time employment only)
<ul style="list-style-type: none"> <li>◆ Compensation Range: \$18 - \$25/hr</li> <li>◆ Schedule Type: Full-time</li> <li>◆ Work Schedule: Monday - Friday (operating hours)</li> <li>◆ Work Arrangement: Onsite</li> </ul>	<ul style="list-style-type: none"> <li>◆ Medical</li> <li>◆ Dental</li> <li>◆ Vision</li> <li>◆ Paid Time Off (Vacation time)</li> </ul>

**Brighter, Behavior, Choices Inc. NFP has partnered with Next Right Move Career Management Services on the recruitment of this role. Please direct questions and/or submit resume and cover letter to [info@nrmcareercoach.com](mailto:info@nrmcareercoach.com). Include "Program Care Coordinator" in the subject line.**