

Champaign County Regional Planning Commission

Job Description

Position Title: Coordinator- Justice Diversion Program

Reports To: Program Manager or Director

Supervises: Interns

FLSA Status: Non-Exempt

Pay Grade: 4

Summary/Objective

- Delivery of assigned program services in accordance with applicable program guidelines and Agency Vision, Mission, and Values.
- Building and maintaining collaborative partnerships with law enforcement, community agencies, schools, funders, referral sources, etc.

Required Knowledge, Skills, and Abilities:

- Bachelor's degree in human services or related field and a minimum of three years of direct client service experience. Master's degree preferred.
- Ability to develop and implement processes for program service delivery.
- Ability to learn the use of web-based systems.
- Ability to prioritize and handle emergency or crisis situations.
- Ability to pass criminal background check.
- Strong background in customer services and human services.
- Knowledge of domestic violence influence, factors, and treatment options.
- Knowledge of systems of care and trauma-informed care principles.
- Valid driver's license, safe and reliable vehicle and the ability to transport clients on occasion.
- Ability to visit home sites throughout Rantoul and sites in Champaign County.
- Ability to follow program procedures while adjusting work style to meet the needs of the client.
- Possess motivational interviewing skills.
- Knowledge of treatment options, services and programs for individuals in Champaign County.
- Effective interpersonal, oral and written communication skills necessary to relate well to clients, community members, stakeholders (particularly the Rantoul Police Department staff), and funders.
- Ability to facilitate a community meeting of service providers, stakeholders, and funders in Rantoul; provide program information at community meetings; and collect and share relevant meeting information with team.
- Ability to attend community meetings and interpret information presented and shared amongst participants, provide program information at community meetings, and provide formal program presentations.
- Ability to work productively with distractions and shift focus as needed.

- Ability to handle program and client information in a confidential manner and report concerns as mandated.
- Ability to understand the vision, mission, and values of CCRPC and to implement in everyday work.
- Knowledge and respect for diverse cultures/lifestyles and problems of poverty in the community.
- Ability to react to change productively.
- Ability to follow written and oral instructions with minimum supervision.
- Ability to communicate effectively both written and orally.
- Ability to complete timely and accurate documentation.
- Ability to function professionally in stressful situations.
- Ability to work individually and as a team member.
- Ability to implement concepts learned from training.
- Ability to, set work priorities and organize effectively to meet deadlines.
- Proficient in English (spelling, punctuation, grammar).
- Ability to attend worksite regularly to perform job duties and responsibilities.
- Computer skills necessary to complete case documentation, data entry, reports and timesheets.
- Ability to work a flexible schedule to accommodate program needs including periodic early mornings, evenings, nights, and weekends.

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Conduct assessments and write goal plans
- Travel to meetings, training, service delivery, and other work sites
- Provide direct work with program participants or on behalf of the program participant approximately 70% of workweek; non client specific program related functions 30% of workweek
- Approximately 20% of work time in travel, 50% sitting, and 30% standing
- Lift and carry equipment necessary to complete work, approximately 20 pounds

Specific Duties and Responsibilities:

- Attempt to make contact and engage individuals referred by the Rantoul Police Department following a police contact within no more than 2 business days of the police contact/ referral.
- Each work day, review police contact logs to identify individuals eligible for program services but a referral to the program was not made (domestic disturbance, behavioral issues, mental illness, substance use, etc.). Attempt to make contact and engage within no more than 2 business days of the police contact.
- Complete no less than 5 contacts with individuals eligible for program services per workday.
- Complete intake documentation and needs assessments, and when necessary connect individuals to treatment, service or activity.
- Determine the appropriate service/treatment referral based on information provided.
- Motivate and encourage client engagement and follow through.
- No less than weekly, provide supportive services to individuals enrolled in the program with ongoing, unmet needs.
- Document referrals made on behalf of program participants and track outcomes of referrals.

- Coordinate schedule to include regular consultations with Rantoul Police Department, including participation in shift change meetings at least one time per week. The shift meeting attended will regularly rotate to support interaction with a variety of officers.
- Schedule to "ride along" with an officer for 2-hours each month.
- Provide home and community-based services to program participants.
- Document all service provision within 48 hours of service/contact.
- Routinely keep and compile data for quarterly reports.
- Plan for recruitment and training of interns each semester.
- Identify gaps in services located in Rantoul and facilitate the development of needed services.
- Attend training as required by supervisor.
- Participate in team meetings, individual supervisions, and other committees/meetings as requested/assigned.
- Share information and resources with team.
- Maximizes coordination and communication among all the Community Services programs and staff.
- Maintain up to date work schedule in Outlook calendar.
- Other duties as assigned.

Competencies:

- **Client Assessment:** Interview with client to identify individual needs, preferences, and strengths. Client assessments lead to informed decisions that impact on care planning, resources allocation and other services. The assessment process determines the most appropriate and effective way to support clients.
- **Motivation to Succeed:** The willingness to take self-directed or self-motivated actions to do more than is expected in the job with the aim of improving job performance and finding or creating new opportunities. Actively looks for challenges and is committed to meeting them. Enables others to acquire the tools and support they need to continuously improve their respective performance levels. Shows eagerness to develop. Is proactive in searching for new opportunities for both, himself/herself and for the organization, and follows up on these. Is willing to go beyond the requirements of the job and take on responsibilities that are not considered his/her own.
- **Collaboration:** Ability to work cooperatively with others, to be part of a team, to work together, as opposed to working separately or competitively. Collaboration applies when a person is a member of a group of people functioning as a team, but not the leader. Acts to promote good working relationships regardless of personal likes or dislikes; breaks down barriers across groups; builds good morale or cooperation within the team, including creating symbols of group identity or other actions to build cohesiveness; encourages or facilitates beneficial resolution to conflict.
- **Communication Proficiency:** Demonstrates the ability to speak to a variety of audiences in an effective and understandable manner; presents complex program related information to internal and external stakeholders; capable of communicating information in a variety of ways based on the audience.
- **Problem Solving/Analysis:** Even in the most complex situations, breaks down problems into their fundamental parts, identifies their root causes, analyzes costs, benefits, risks, and chances for success of potential solutions, and creatively attacks problems in ways that lead to innovative solutions.
- **Decision Making:** The thought process of selecting a logical choice from the available options. When trying to make a good decision, a person must weigh the positives and negatives of each option, and consider all the alternatives. For effective decision making, a person must be able to forecast the outcome of each option as well, and based on all these items, determine which option is the best for that particular situation.

- **Interpersonal Skills:** The qualities and behaviors a person uses to interact with others properly. An employee's ability to work well with others while performing their job. Knowledge of social expectations and customs. Sometimes described as social intelligence, which relies on paying attention to the actions and speech of others and interpreting them correctly as part of forming a response.
- **Time Management:** The process of [planning](#) and exercising [conscious](#) control of time spent on specific activities, especially to increase [effectiveness](#), [efficiency](#), and [productivity](#). It involves a juggling act of various demands with the finiteness of time.
- **Ethical Conduct:** Demonstrates a sense of agency responsibility. Driven by positive moral principles that govern their approach to their work.

Work Environment:

- Primary work will be conducted in client homes and the community with many different variables related to pets, cleanliness, air quality, etc.
- Work will also be conducted in cubicle or office space.
- May occasionally ride along with patrol officers.
- Frequent near-vision use for reading and computer work.

Disclaimer:

This document contains a description of a general class of positions within the Champaign County Regional Planning Commission Salary Administration Program. The description contains examples of duties and responsibilities that may or may not be considered to be “essential functions” to a particular job or position within this job class. “Essential functions” are to be determined at the position or job level within each department.

Signature of Employee_____

Date_____