



Case Coordinator - OASAS

REPORTS TO: Program Director

TOTAL HOURS: 37.5 Hours per week/Full-Time

RATE OF PAY: \$21.44/hr

DEPARTMENT: Supportive Housing Program

LOCATION: Manhattan/Brooklyn/Jamaica, NY - Hybrid

EEOC STATUS: Non-Exempt/Service Worker

SAIL does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expressions, national origin, age, disability, veteran status, marital status, or based on an individual status in any group or class protected by applicable federal, state or local law. SAIL welcomes and encourages applications from minorities, women, the disabled, protected veterans, and all other qualified applicants.

General Description

Provide support and services to assist consumers with maintaining sobriety and psychiatric stability. Provide linkages for obtaining substance use and/or psychiatric treatment within a community environment.

Duties and Responsibilities

- Delivers residential and support services following the OASAS Permanent Supportive Housing Program Guidelines and consistent with the Housing First Approach.
- Encourages and supports consumers to maintain sobriety and psychiatric stability by providing counseling, crisis intervention, referrals for substance use and mental health treatment, encouraging involvement in a structured daytime activity, and utilizing other available resources.
- Provides evidence based therapeutic interventions for adults within the community.
- Teaches coping mechanisms and relapse prevention skills.
- Ensures care meets all Trauma Informed Best Practices criteria.
- Works with relevant providers to ensure coordination of all services (Substance Use, Psychiatric, medical treatment resources, etc.)
- Provides direct, face-to-face services and treatment to recipients from diverse backgrounds in the community (off-site) as needed based on recipients and/or family preferences.
- Participates in reflective supervision of all cases, at least monthly with Supervisor.
- Consists of heavy travel in NYC areas. (Manhattan, Brooklyn, Queens)
- Visits each assigned consumer in-person in their natural environment/apartment or the community at least 2 times a month or more frequently as needed.
- Teaches independent living skills necessary to sustain consumers in the community and prevent homelessness such as: apartment maintenance, socialization skills, budgeting including rent, self-medication, personal care, travel training, shopping, cooking, and returning to school or the work force.
- Develops Individualized Recovery Plans in conjunction with consumers and treatment teams; encourages follow through on all goals in areas including but not limited to: medication management, employment and vocational training, substance use treatment services, mental health treatment services, and referrals for community-based services.
- Ensures fire safety equipment is installed in apartments sites are in working condition; also teaches consumers to utilize this equipment.
- Teaches consumers who to contact for emergencies including, but not limited to, medical, psychiatric, fire, lack of food, etc.
- Assists consumers in utilizing community/neighborhood services.
- Creates and fosters inclusive and diverse external partnerships and acts as a liaison with external entities to Support recipients.
- Acts as a liaison between consumers, landlords, and various treatment team members.

- Assists consumers in complying with mandated treatment, such as court-ordered specifications, and legal mandates such as conditions of parole or probation.
- Completes reports and documentation in a timely manner for service billing.
- Attends other meetings as required.
- Accepts and follows through on other duties as assigned.

Qualification and Competencies

- Bachelor’s degree in human services related field or CASAC preferred. Five (5) years of qualifying experience may be substituted for a bachelor’s degree.
- Minimum of three years’ experience working with substance use disorder or mental health population.
- Demonstrates organizational and communication skills which would enable effective interaction with agency staff, consumers, families and the community.
- Critical thinking and sound judgment skills are necessary.

Physical Demand and Working Conditions

- Heavy Travel within NYC boroughs. (Manhattan, Brooklyn, Queens)
- In-person sessions at least twice monthly within the community.
- 70% Community based/ 30% in-office based. (3/2 Hybrid Schedule)
- Utilize personal vehicle for travel and/or be able to utilize NYC Public Transit.
- Required to take all mandatory training.
- Be available during evenings and on weekends.

Special Conditions of Employment:

- Provides necessary information for Criminal background check/Fingerprinting process
- Submit valid driver’s license
- Submit copy of current car insurance
- Adheres to HIPPA Policies & Procedures/Compliance Plan.

This job description does not restrict management’s right to assign or reassign duties and responsibilities to this job and is subject to change at any time.

By signing this document, I hereby acknowledge the following:

I have received, read, and understand the above job description and requirements.

I understand that I have been provided the opportunity to discuss any questions regarding the information above and that I may continue to discuss or present any questions in the future.

I understand that any violation of the expected job duties stated above may be cause for disciplinary action up to and including termination.

Employee Name (PRINT):	Date:
Employee Signature:	
Supervisor/Director:	Date:
Human Resources:	Date:
Last Modified: 03/2026	