



Case Coordinator – SH (All Regions)

REPORTS TO: Program Supervisor

TOTAL HOURS: 37.5 Hours per week/Full-Time

RATE OF PAY: \$21.44/hr

DEPARTMENT: Supportive Housing

LOCATION: Queens/Nassau/Suffolk

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 training in independent living skills, including how to be responsible tenants and maintain psychiatric stability.

Duties and Responsibilities

- Visits each assigned consumer and site on an as needed basis (minimum of one time per month.)
- Ensures fire safety equipment is installed in apartments and is 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.
- Acts as a liaison between consumers, landlords, and various treatment team members.
- Teaches independent living skills necessary to sustain consumers in the community and prevent homelessness such as: apartment maintenance, socialization skills, budgeting, self-medication, personal care, travel training, shopping, cooking, and returning to school or the work force.
- Develops Individualized Support 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, mental health treatment services, drug and alcohol assessment and referral, and referrals for community-based services.
- Encourages and supports consumers to maintain psychiatric stability through counseling, crisis intervention, attending a daytime activity, participating in treatment, and utilizing other available resources.
- Works with Health Home to ensure coordination of all services (Psychiatric & Physical)
- Assists consumers in complying with mandated treatment, such as AOT order specifications, and legal mandates, such as conditions of parole or probation.
- Completes reports and documentation in a timely manner.
- Meets at least once a week with Supervisor.
- Attends other meetings as required.
- Accepts and follows through on other duties as assigned.

Qualification and Competencies

- Bachelor’s degree in social work or equivalent degree, Master’s Degree preferred.
- Minimum of two years’ experience in the Human Service field.
- Substance use disorder/treatment experience preferred
- Demonstrates organizational and communication skills which would enable effective interaction with agency staff, consumers/clients/families and the community.
- Critical thinking and sound judgement skills are necessary.

Physical Demand and Working Conditions

- Heavy travel to various apartment/site locations or other office locations
- Provides transportation to clients in either personal vehicle or agency vehicle
- May be responsible to physically assist clients move or transfer apartments
- Assist and/or demonstrate cleaning techniques to clients to improve independent living skills.
- Lifting objects, items, charts, files to and/or from various site locations. Lifting weight capability 20 lbs.
- Possible use of Personal Protective Equipment (PPE) in necessary apartments and/or work site locations.

Special Conditions of Employment:

- Provides necessary information for Criminal background check/Fingerprinting process
- Submit valid driver’s license & available car
- Submit copy of current car insurance

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	