



Heal. Grow. Thrive.

ARISE COLLECTIVE

Job Description for CARE COORDINATOR

ORGANIZATION LOCATION

Raleigh, NC

CONTEXT

Are you interested in building bridges of hope for justice-involved women? Can you see the inherent autonomy within each individual to define their own future? Do you believe in the power of relationship and community? Are you committed and tenacious, able to flourish within complex systems, while valuing people over process? If so, Arise Collective is looking for you!

Arise Collective is a unique organization operating at the nexus of prison chaplaincy, women's issues, and social justice with a mission to equip women with the tools and support they need to heal, grow and thrive, both in prison and in the communities to which they return. The organization celebrated its 40th anniversary in 2020 and expanded programming with a new reentry model that provides comprehensive, holistic wraparound services for formerly incarcerated women, including housing and access to education and employment opportunities. Arise Collective's work is offered using a trauma-informed, evidence-based, holistic lens. Visit arise-collective.org to learn more.

JOB SUMMARY

Arise Collective seeks a passionate and skilled Care Coordinator to support the successful delivery of trauma-informed, culturally competent, and highly engaging reentry support services. This role supports program participants in their reentry and recovery by providing guidance, coaching, and advocacy. It involves fostering independence, developing life and coping skills, promoting connectedness, and modeling recovery values.

The successful candidate is highly organized and able to balance working collaboratively and independently in a fast-paced environment while remaining good-natured, resourceful, and efficient. A high level of maturity, integrity, professionalism, discretion, sound judgment, tact, confidentiality, and self-care are crucial. The incumbent will participate in the development and implementation of new programs, policies, procedures, and processes, and the improvement of existing ones.

PRIMARY RESPONSIBILITIES – 85%

- Guide, coach, and encourage program participants to take responsibility for and actively participate in their reentry process and recovery.
- Assist participants with self-agency and decision-making, wellness, recovery, problem-solving, and life skills using recovery and other trauma-informed tools.
- Assist participants in developing natural supports and community living; inspire connectedness to self, others, the environment, and to passion, meaning, and purpose.
- Model recovery values, attitudes, beliefs, and personal action to encourage hope, personal responsibility, and resilience, including participation in recovery activities that might be beyond the scope of treatment providers (e.g., eating together, attending or participating in

- support groups, and social events)
- Promote self-advocacy; support and empower participants to exercise their legal rights within the community.
- Raise participant awareness of and increase readiness for existing services and pathways to recovery and successful reentry.
- Implement culturally competent preventative and therapeutic skill-building interventions, including:
 - Functional skills (navigating social services systems, identifying, and connecting with community resources, maintaining support, financial literacy, etc.)
 - Socialization, relational, and coping skills
 - Self-management, self-regulation, and monitoring of trauma and recovery symptoms
 - Behavior and anger management skills
- Participate in the delivery of case management services and assist participants in accessing benefits, resources, and services in conjunction with the reentry team, as appropriate.
- Provide assistance and support to program participants in crisis situations, when needed.
- Maintain and submit required documentation (i.e., Participant touchpoints/encounters, etc.). Understand and adhere to compliance standards as they appear in organizational, personnel, and programmatic policies, and to meet external requirements.

GENERAL RESPONSIBILITIES – 15%

- Attend weekly supervision and weekly direct-service-related and/or para-professional supervision.
- Attend weekly team and partner meetings as well as weekly/bi-weekly individual supervision; and other partner meetings as necessary.
- Attend staff and board meetings and retreats.
- Participate in opportunities to educate and advocate for increased awareness of the issues surrounding women’s incarceration and incarceration in general.
- Participate in organizational evaluations.
- Other responsibilities and special projects, as needed.

SKILLS, QUALIFICATIONS AND ATTRIBUTES

The Care Coordinator must demonstrate a passion for and willingness to support AC’s mission, vision, values, and work and possess the following, including:

- Inclusive, empathetic worldview and demonstrated skill working across lines of difference.
- High school diploma or equivalent.
- Completion of Certified Peer Support training program; at least three years of successful experience working as a Care Coordinator preferred; active commitment to one’s own personal recovery.
- Ability to teach/train recovery information and recovery tools; experience with motivational interviewing a plus.
- Effective verbal and written communication skills.
- Solid organization skills, accuracy, and ability to successfully manage multiple and sometimes competing projects, tasks, and deadlines.
- A personal commitment to excellence and strong attention to detail and accuracy.
- Basic computer skills and ability to use MS Office Suite, databases, and online systems.
- Demonstrated ability to successfully interact with a broad range of individuals in a professional and pleasant manner; excellent interpersonal skills and a positive attitude.
- Valid North Carolina driver’s license with a safe driving record.

DESIRED QUALITIES

- Lived experience in the North Carolina criminal justice system and with mental health and/or

substance use services.

- Strong work ethic, a high degree of patience, and grit to push through difficult challenges.
- The ability to work within a team and to lead, coach, inspire, support, and motivate others.
- Adaptability, and an ability to remain poised under pressure.
- Systems-oriented thinking and an ability to understand, create, and implement complex processes.
- Strong time and task management (i.e., ability to plan, schedule, and execute).
- Sound judgment, initiative, and decision-making skills.
- Willingness to extend kindness, compassion, and accountability to oneself and others.
- The desire and humility to learn and grow both personally and professionally.

PRIMARY RELATIONSHIPS

This position will work closely with the organization's program staff and interact regularly with other staff and volunteers. Will have substantial contact with participants, their families and significant others, program partners, community treatment providers, community corrections (probation and parole), the faith community, and others in service provision.

PHYSICAL REQUIREMENTS

This position requires ordinary ambulatory skills sufficient to visit other locations, as well as the ability to stand, walk, stoop, kneel, crouch, and occasionally manipulate (lift, carry, move) light to medium weights of up to 20 pounds. Requires good hand-eye-foot coordination; arm, hand, and finger dexterity, including the ability to grasp; visual acuity to use a keyboard, operate equipment, and read information; use of auditory senses; and ability to perform basic math (addition, subtraction, multiplication, division, standard measurements). Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

WORK REQUIREMENTS

This hybrid position involves both on-site and off-site work, primarily providing services at the organization's community space and within the community to help participants overcome obstacles and achieve their goals. Regular schedule negotiable within a standard 40-hour work week. Travel to clients and occasional but regular evenings and weekends are required. The impact of actions is great in this position with potential harm to participant safety and well-being.

JOB TYPE: Mid-level non-exempt full-time position.

SALARY RANGE: \$22 to \$24 per hour, depending on qualifications and experience. Generous benefits package includes medical, dental and vision benefits, retirement plan, pre-tax benefits, paid time and leave, professional development opportunities, and other organizational benefits.

APPLICATION PROCEDURE

To apply, submit a cover letter and resume via [this application link](#). Application deadline is January 31, 2025. No calls, please.

Arise Collective is an Equal Opportunity/Affirmative Action employer. Qualified applicants will receive consideration for employment without regard to sex, gender identity, sexual orientation, race, color, religion, national origin, disability, protected veteran status, age, or any other characteristic protected by law. Formerly incarcerated and justice-impacted individuals strongly encouraged to apply.