



ISLAND INTERVENTION CENTER ADMINISTRATIVE COORDINATOR

ORGANIZATION

Every day we commit our unique experience, expertise and compassion to help our entire community be as vibrant, strong and healthy as it can be. MV Community Services (MVCS) responds to the ever-changing needs of our community. We have an impact on infants, children, teens, families, seniors and all who call the Island home. We are here for our neighbors when they need us, regardless of ability pay. For more than 50 years, MVCS has offered affordable childcare, accessible mental health care, disability support services, domestic and sexual violence support and so much more. As the Island's social services safety net, we partner with various organizations to create a healthier Martha's Vineyard.

POSITION SUMMARY

As a member of the Island Intervention Center (IIC) team, the Administrative Coordinator provides administrative support and case management for the Island Intervention Center. The IIC is an emergency services/urgent care program that works with families and individuals who are in crisis.

RESPONSIBILITIES:

Provides direct services to IIC clients and identifies consumers with high utilization of services for appropriate referrals and support and crisis planning, including, but not limited to:

- Provide support and advocacy for consumers while utilizing skills to engage consumers in accessing services.
- Provide telephone and/or in person support to consumers as needed.
- Maintain all consumer records, scheduling and data collection as required by contracts.
- Provide community resource information and linkages to support.
- Provide direct care brief interventions that address behavior and safety as needed face-to-face or by phone in conjunction with clinical staff.
- Attend and participate in coordination and networking meetings that support family interventions and therapeutic support for elders. Work with collateral providers.
- Complete all required documentation for clinical records and administrative statistics.
- Ability to respond calmly and thoughtfully to families in crisis.
- Attend all necessary trainings.
- Attend staff meetings, as directed.
- Meet routinely with supervisor.

QUALIFICATIONS

- Knowledge of case management principles and implementation of concrete and supportive services.
- Knowledge of therapeutic techniques a plus.
- Knowledge of types and symptoms of mental health disorders.
- Ability to communicate clearly in writing and orally.
- Ability to work with multiple client populations, in particular families, children and elders.

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- Ability to engage and interact with families who are under mental and emotional distress.
- High School diploma, plus experience with children and family.
- BA in related field preferred.
- Proficiency in speaking and writing in Portuguese preferred.
- A valid Massachusetts driver's license.

Martha's Vineyard Community Services is an Equal Opportunity Employer. We consider applicants for all positions without regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, sexual orientation, gender identity or expression, genetic information or any other legally protected status.