

Social Care Network Coordinator

Who we are:

St. Nicks Alliance, a North Brooklyn based community organization, seeks to transform lives of low- and moderate-income people through employment, education, housing, elder care and social services. We do this by delivering impactful services with measurable outcomes to children, adults, and the elderly. As a civic anchor, we carry out this mission within the context of building a sustainable community for all people through the arts, environmental advocacy, and urban planning.

What you'll do:

St. Nicks Alliance is seeking a passionate and skilled social care network coordinator to lead the implementation and expansion of our new social care network services. In this pivotal role, you will help connect vulnerable Medicaid members living in Brooklyn to essential community-based social supports such as housing, utilities, food, and transportation. You will also play a key role in developing workflows, training materials, and processes to ensure program efficiency and effectiveness. Reporting to the assistant director of residential services, the social care network coordinator will work closely with staff and partners to transform how social services are delivered, ensuring that every member's health-related social needs are met through a seamless, compassionate, and culturally appropriate approach.

Key responsibilities:

Implementation and Coordination

- Lead the implementation of social care network services across departments within St. Nicks Alliance, ensuring all eligible clients are screened and connected to navigation providers.
- Collaborate with supervisors and the implementation team to create efficient screening, navigation, and invoicing workflows and processes.

Engagement and Support

- Conduct outreach to Medicaid members in Brooklyn, using standardized screening tools to assess their health-related social needs.
- Connect clients to relevant community-based social supports, ensuring that services align with their unique needs, eligibility, and preferences.
- Provide culturally and linguistically appropriate navigation, while maintaining a client-centered approach.
- Follow up with clients to confirm that their needs have been addressed and that services were effectively delivered.

Team Mentorship and Training

- Develop an in-depth understanding of available services (including eligibility criteria) within the social care network and the broader NYC social services landscape.
- Mentor team members involved in screening and navigation to build their knowledge, skills, and confidence in delivering services.
- Conduct onboarding and training for staff using the UniteUs IT platform and other tools.

Data Management and Reporting

- Facilitate referral workflows through the UniteUs platform, ensuring compliance with defined network policies and procedures.
- Accurately document outreach efforts, screenings, and referrals in program databases.
- Manage and submit service invoices, ensuring accuracy and timely execution.
- Represent St. Nicks Alliance in stakeholder meetings, webinars, and external events related to social care network services.

Continuous Improvement and Collaboration

- Work closely with departments to identify opportunities for improving the effectiveness of the social care network.
- Support training, productivity reporting, and other initiatives as requested.

What we are looking for:

- **Experience:** minimum of three years working with vulnerable populations, older adults, or in housing/social services
- **Education:** bachelor's degree in human services, social work, or a related field (master's degree preferred), with coursework in community health
- **Language Skills:** bilingual in English and Spanish (spoken and written) is required

- **Knowledge:**
 - strong written and verbal communication skills.
 - ability to work effectively with diverse populations.
 - experience with IT platforms and data management is a plus (e.g., UniteUs)

What's in it for you:

- compensation range: \$60K– \$70K per year (*the actual compensation will depend on a variety of job-related factors which may include work experience, education, and skill level*)
- competitive benefits package (medical, dental, vision, 401K)
- 12 company paid holidays; paid vacation, sick, and personal time off
- learning & development opportunities & access to wellness programs

Why join us?

At St. Nicks Alliance, we're dedicated to transforming the lives of our community members. By joining our team, you'll play a vital role in bridging the gap between healthcare and social services, ensuring vulnerable members of our community receive the support they need to thrive. We offer a collaborative and supportive work environment where your contributions will have a tangible impact on the lives of others.

How to apply:

Applicants should send a cover letter addressing what qualities you have that fit this role, and a current resume to jjohnson@stnicksalliance.org

St. Nicks Alliance is an Equal Opportunity Employer that values diversity. We consider applicants for all positions without regard to race, color, national origin, religion, sex, gender identity, age, disability, alienage or citizenship status, ancestry, marital status, sexual orientation, veteran status, or any other status or characteristic protected by applicable federal, state or local laws.

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