



## **Criminal Justice Ministry Position Description**

**Job Title:** Release to Rent Program Coordinator  
**Work Site:** 2342 LaSalle, St. Louis, MO 63104  
**Classification:** Full-time, Salaried, Exempt,  
**Reports to:** Director of Reentry Programs  
**Direct Reports:** R2R Case Managers

### **SUMMARY**

The Release to Rent (R2R) Program Coordinator is responsible for coordinating the daily operation of the Release to Rent reentry programs for men and women. Oversees delivery of wrap-around services to formerly incarcerated clients. Supervises Case Managers to achieve positive client outcome goals set by the Director of Reentry Programs. In addition to supervising Case Managers, the Program Coordinator may provide case management.

### **PRIMARY RESPONSIBILITIES**

- Supports the Director of Reentry Programs (Director) with referrals and applications, and the client on-boarding and exit processes, including completion of all required forms and documentation in the case management system (Apricot) and paper files.
- Assists Director in creating and maintaining program policies, including establishing desired outcomes and performance metrics
- Ensures all clients receive services to meet the client's specific needs, including regular home visits, support group services, and referrals that lead to successful outcomes and transitions to independent living
- Ensure all clients have current service plans, receive necessary services and resources, and are making progress through the program toward independent living
- Monitors that all client services are fully documented by Case Managers, including weekly case notes, quarterly service plans, incident reports, urinalysis results, and other activities
- Effectively communicates with stakeholders (Parole Officers, case managers, potential clients, landlords, etc.) to maintain effective partnerships, manage expectations and resolve conflicts
- Responds to program grievances, or emergency situations including police, behavioral, media, and community issues in coordination with Director
- Engages case managers in regular meetings to review and provide feedback on the status and progress of clients, expenditures, program compliance, and overall performance
- Ensures case managers are properly oriented, trained, and receive ongoing professional development to effectively perform their duties and meet client needs, including in the areas of case management, motivational interviewing, service planning, professional documentation, MRT, group facilitation, and peer support
- Monitor that clients housing is safe and clean, and respects the client's privacy and meets their housing needs
- Ensures Case Managers are planning and executing necessary support groups (including MRT) to meet the varied needs of clients; will run groups in absence of Case Manager
- Assists with keeping accurate records through tracking expenditures and receipts for self and Case Managers, ensuring funds are spent according to guidelines, within budget limits
- Assists with any R2R program reporting, both financial and client-centered, to ensure accuracy and that it meets all grant projections and requirements.

- Acts as a spokesperson and representative for CJM in the community, sharing on programs and services, seeking appropriate opportunities to educate the public regarding CJM
- Case manages clients based on departmental need, assuming duties of a case manager
- Additional responsibilities as assigned by the Director to meet the mission

### **ADDITIONAL ACCOUNTABILITY**

- Follows policies and procedures of CJM and all pertinent legal regulations.
- Participates in performance review and accomplishes reentry program objectives.
- Ensures expenses are within agency and funders' budgets in a timely manner.
- Maintains all relevant program information current in both paper and electronic formats.

### **KNOWLEDGE & EXPERIENCE WORK REQUIREMENTS**

- A Bachelor's degree or equivalent in related field.
- Two years' experience in a non-profit, social work or criminal justice setting is preferred, with at least one year of supervisory experience.
- Prior experience in Case Management, corrections, reentry, transitional, or other supportive housing is preferred.
- Familiar with serving the formerly incarcerated, homeless, including sex offenders, those with mental health needs and substance use disorder.
- Familiar with housing first and harm reduction.
- Knowledge of the justice system, especially parole and probation.
- Proficient with technology (i.e., Outlook, Microsoft Word, Excel, internet browser, database or case management system, and email)
- Basic office management skills, and detail oriented and organized.
- Ability to effectively work with clients, staff, volunteers, visitors, and other agencies.

### **SKILL & ATTITUDE REQUIREMENTS**

- Has strong interpersonal relational skills, able to deescalate and actively listen
- Adheres to professional standards of privacy and confidentiality
- Able to build relationships of trust
- Able to multi-task, to prioritize, and meet deadlines.
- Sensitive to cultural diversity of clients, staff, and Board
- Effective supervisor, able to hold employees accountable and motivate them to excel.
- Client focused and data based approach to services.

### **WORKING CONDITIONS & PHYSICAL REQUIREMENTS**

This position is based in the offices of CJM, with regular travel to client apartments and other locations in the city. Regularly communicates with staff, clients, other agencies, and the public via phone, e-mail, online meetings, and in-person. Regional or out-of-state travel may be required for meetings or conferences. The position requires regular use of a phone, computer, and other office equipment. Must be able to move within multiple story buildings without elevators.

Occasional weekend and evening work for events, meetings, or to respond to emergent needs of clients.

Valid driver's license and reliable personal transportation.

CJM does not discriminate in hiring and is an equal opportunity employer. This position is hired at-will.