



Position Title: Program Coordinator

Reports To: Clinical Manager

Position Type: Full-Time/Exempt /In-person

For over 50 years, The Harbour, Inc. has provided emergency housing, transitional living programs, and supportive resources to youth experiencing homelessness in the Chicagoland region. We are seeking a collaborative, open-minded, and creative professional to join our quest to empower youth, promote individual safety, stability, and personal growth, and build an innovative workplace culture.

General Summary:

Reporting to the Clinical Manager, the Residential Program Coordinator will be responsible for supporting the daily operations of all Transitional and Independent Living programs within The Harbour. This position will be responsible for managing placement billing, overseeing intake and admission processes, monitoring Program staff training, and ensuring effective aftercare planning. This role plays a critical part in maintaining compliance, quality of care, and continuity of services for youth transitioning in and out of The Harbour's Programs.

Responsibilities & Duties:

- Support daily program operations and ensure adherence to agency policies, licensing standards, and DCFS regulations.
- Collaborate across agency departments including clinical team, residential team, finance department, and direct care staff to ensure high-quality service delivery to youth in The Harbour's programs.
- Complete and submit DCFS billing, monthly voucher and bed holds and reimbursement submitting them in a timely manner.
- Coordinate all youth admissions, including processing referrals on the DCFS referral stream, interviewing potential clients, coordinating a youth move into The Harbour's program, entering DCFS billing and conducting intake paperwork at the intake site.
- Develop and maintain an annual training calendar to ensure program staff meet required certifications (e.g., CPR, TCI, Mandated Reporter, DCFS trainings).
- Collaborate with case managers and external partners to develop individualized aftercare plans that support stable transitions out of residential care.
- Participate in internal audits and external monitoring visits.
- Ensure confidentiality and adherence to HIPAA and DCFS guidelines.

Other duties that support the mission of our agency

Physical Requirements:

- Work primarily indoors but may sometimes include travel between sites.
- Ability to bend, stoop, reach, stand, move from one area to another regularly, sit, and use a computer for a long period.
- Manual and physical dexterity are needed to operate a computer keyboard and handle paper documents.
- Sufficient near vision acuity to read information appearing on a computer display screen, handwritten forms, and printed on paper.
- Adequate hearing and verbal abilities to communicate effectively in person and by telephone.
- Ability to lift and carry materials weighing up to 25 pounds.

Requirements:

- Bachelor's degree in Social Work, Psychology, Human Services, or related field.
- Computer proficient and able to write professional reports and record in client files.
- Valid Illinois Driver's License and insured vehicle and ability to transport clients required.
- Maintains CPR/First Aid certification
- CWEL license or eligible, obtained within the first 45 days of employment.
- Attends minimally 10 continuing education courses per calendar year.
- Participates in supervision and annual Goal Development.

Preferred Skills:

- Experience in a residential, youth services, or child welfare setting preferred.
- Familiarity with DCFS regulations, motivational interviewing, and trauma-informed care.
- Strong organizational, communication, and problem-solving skills.
- SACWIS experience preferred.
- Ability to work collaboratively in a fast-paced, multidisciplinary environment.

Compensation:

- Starting rate \$46,000

Required Background Check: Employment at The Harbour, Inc. is contingent on passing a background check.