



Girls Educational & Mentoring Service (GEMS)

Girls Educational & Mentoring Services (GEMS) is a 501 (c)(3) non-profit organization whose mission is to empower girls and young women, ages 12–29, who have experienced commercial sexual exploitation and domestic trafficking to exit the commercial sex industry and develop to their full potential. GEMS' is the only nonprofit organization in New York State to provide specialized services to young women and girls who have experienced commercial sexual exploitation with counseling, crisis housing, life skills training, job training and health care with consistent support and viable opportunities for positive change.

Position Summary: The Support Services Coordinator/ Housing Specialist is responsible for working directly with runaway and homeless youth, specializing in sexually exploited and trafficked young women, ages 16-29. The Support Services Coordinator/ Housing Specialist is responsible for providing counseling, comprehensive case management and advocacy services with a specialization in housing placement. They serve not only as case managers, but as advocate, ally, counselor, and a support system for young women in crisis. The Support Services Coordinator/ Housing Specialist will be an essential part of the Support Services Team and overall GEMS community.

Title: Support Services Coordinator/ Housing Specialist

Salary: \$50,000 - \$60,000 commensurate with experience

Role Concentration: Case Management & Housing Placement

Job Type: Full time | Hybrid Position

Shift: Monday – Friday

Key Tasks and Responsibilities: This statement of duties is for purpose of identifying this position, but **it is not limited to:**

Case Management and Counseling:

- Assist in completing housing applications (NYCHA; CITYFHEPS, private housing, etc.)
- Advocate for full access to benefits and housing assistance, including advocacy by phone, accompaniment to appointments, and via written correspondence;
- Provide holistic and comprehensive trauma-informed case management and counseling to a caseload of 20-30 members.
- Build transformational relationships and trust with traumatized and disenfranchised young women ages 12-24. Communicate with members on caseload weekly, providing consistent and persistent communication through a variety of means.
- Provide crisis intervention during and after office hours, including contacting the appropriate staff or outside agencies; create comprehensive safety plans to ensure member safety.
- Complete Baseline and Quarterly Assessments in a timely and thorough manner and use assessments to build comprehensive Individual Services Plans (ISPs) that consider members' strengths and needs and move members toward the program outcomes.
- Create youth friendly curriculum, and facilitate weekly therapeutic, recreational and educational groups using positive youth development principles.
- Coordinate referrals to community partners for medical, housing mental health needs. Responsible for knowing and vetting appropriate community partners who are trauma-informed across the five boroughs.
- Work within a team to ensure that members are moving towards self-sufficiency by teaching financial literacy and providing educational and vocational opportunities.
- Set and contribute to a safe, nurturing and welcoming atmosphere and adhere to program policies and procedures.
- Serve as a role model - guiding and empowering members and facilitating appropriate behavior around daily living skills, self-care, personal interaction, social relationships and constructive time management.
- Provide mediation and conflict resolution as appropriate to address all conflict and safety concerns in the space.
- Support members by attending legal, medical, hospital, dental and public benefits appointments with them as needed, and provide advocacy when appropriate.
- Responsible for maintaining thorough and accurate records, including assessments, ISPs, progress notes, required forms/consents/HIPAA, expense reports, check requests, correspondence, and reporting summaries; complete necessary documentation in a timely, accurate and complete manner.
- Participate in main office events, weekly staff meetings, and collaborate with all GEMS staff and members.
- Promote the cooperative, harmonious, teamwork and professional environment GEMS strives to maintain within the workplace. Promote an atmosphere of dignity and respect in line within the philosophy and policies of GEMS to all staff.

Administrative Duties:

- Attend weekly or bi-weekly supervision meetings.
- Attend weekly all staff, case conferencing, grand rounds or professional development meetings, and retreats and trainings as needed.
- Responsible for data collection, documenting and reporting on program outputs, outcomes and quality indicators into the data management system, Apricot; evaluate the progress of members on their caseload and monitor movement toward the program outcomes.
- Responsible for fiscal responsibilities and documentation related to case management needs; complete check requests and expense reports in a timely manner.
- With the Support Services Team, maintain the program spaces, ensuring
- Support with the day-to-day responsibilities and staffing of the program space, including but not limited to, engaging with members, supporting or facilitating groups, supporting with homework, job searches, etc., staffing the front desk, assisting with donations and basic needs, etc.
- Provide on-call crisis intervention support when needed.

Additional Qualifications:

- Bachelor's degree in social work or related field of study with equivalent clinical and professional experience. Master's degree with clinical component highly preferred.
- Eligible to work in US
- A minimum of 2 years experience working with youth and sensitivity to the needs of sexually exploited young women.
- A minimum of 2 years of experience working with mental health related issues, complex trauma, substance abuse, court involved youth, domestic violence, HIV/AIDS, child welfare related issues and crisis intervention techniques.
- A minimum of 1 year of prior case management experience is required.
- Demonstrated ability to facilitate small groups and workshops.
- Ability to be available for crisis as needed.

GEMS Core Values:

- Developmentally Grounded
- Trauma Informed
- Culturally Competent
- Gender Responsive
- Strengths Based
- Social Justice Oriented

GEMS Principles:

- Survivor Leadership
- Transformative Relationships