

# Care Coordinator

## Advocacy Center for Crime Victims and Children

**Position:** Care Coordinator

**Job Type:** Full-Time, In-Person, On call

**Supervisor:** Victims Center Program Director

**Location:** Waco, with some local travel

**Status:** Non-exempt

**Starting Hourly Rate Range:** \$24.38 - \$25.33

**Application Deadline:** June 26, 2026

**Notes:** This position is grant-funded, and the continuation of the position is contingent on the availability of grant funding.

**General Duties:** The Advocacy Center for Crime Victims and Children, with the endorsement of the McLennan County Advisory Council, is designated as Care Coordinator and is responsible for implementing the Texas Model for Care Coordination for Commercially Sexually Exploited Youth (CSEY). Care coordination facilitated by the Advocacy Center for Crime Victims and Children will be consensus-driven, collaborative, and driven to identify and recover CSEY and to facilitate tailored, accessible, trauma-informed, and holistic resources through a coordinated network of providers. The goal is for every identified youth survivor of sex trafficking to have access to non-punitive, responsive, high-quality, community-based services that meet their unique short-term and longer-term needs. Care coordination includes awareness, education, creativity, collaboration, continuous learning, and capacity-building to identify and recover CSEY youth. Care coordination teams build trust, transparency, and solutions with each other to mitigate duplication of work and ensure that local and statewide partners are bridges instead of barriers to services for youth and their families.

Under the direction and guidance of both the Victims Center Program Director and the Case Management Supervisor, the CSEY Care Coordinator will implement McLennan County's care coordination program as described above, facilitating regional consensus-building and protocol development and compliance with Advocacy Center policies and procedures and the expectations of the Texas Office of the Governor's Child Sex Trafficking Team. Responsibilities include remote 24/7 crisis response; completing CSE-ITs as needed; securing and retaining release of information and consent for care coordination services; facilitating rapid response meetings, service staffing meetings, and family engagement meetings; developing and maintaining strong relationships with regional partners; ensuring timely and accurate documentation; supporting promotion and hosting of awareness events and education/training events by the care coordination team; conducting case analyses; conducting data evaluation sessions; and scheduling advisory council meetings.

### Specific Job Responsibilities:

1. Implement the Advocacy Center's care coordination program in McLennan County, following the Texas Office of the Governor Child Sex Trafficking Team's expectations

as outlined in The Texas Model for Care Coordination Grant Program and any subsequent direction provided by the CSTT.

2. Respond to the 24/7 care coordination crisis line by following Care Coordination Team protocols.
3. Complete CSE-Its as needed.
4. Secure and retain the release of information and consent for care coordination services.
5. Encourage engagement of CSEY advocacy services.
6. Facilitate rapid response meetings, service staffing meetings, and family engagement meetings.
7. Schedule and facilitate regular meetings of advisory councils in the service region
8. Support the regional care coordination team in promoting and hosting awareness events and education/training events.
9. Facilitate case analyses and data evaluation sessions by the regional care coordination team
10. Be prepared to share about the Advocacy Center's care coordination services as needed.
11. Document all incoming referrals, intakes, meetings, service plans, outgoing referrals, and communications promptly in the Advocacy Center's electronic case management system
12. Develop and maintain good working relationships with essential regional partners, including but not limited to Unbound Now, CASA, CSEY advocacy agency(ies), DFPS, community-based care provider, medical providers, juvenile probation department, law enforcement, and the district attorney's office.
13. Facilitate partner commitment, consistency, and accountability.
14. Seek and review feedback from regional partners
15. Responsible for Rapid Response Meeting-C and Rapid Response Meeting-NC duties, including: initiating collection of information from DFPS, JJC, LE, CAC, and SA, and others as needed and coordination of a Rapid Response Meeting (RRM) with CCT.
16. Perform all follow-up activities for any RRM conducted by the coordinator
17. Maintain contact with CSEY Advocate Agency and/or others directly in contact with the victim to receive updates that inform decisions for the Care Coordination Team.
18. Send out the action plan to all Care Coordination Team members.

19. Schedule all Service Status Meetings for cases created by the coordinator for which an Rapid Response Meeting was conducted
20. Facilitate information sharing with Multi-Disciplinary Team to provide updates for upcoming Service Status Meetings
21. Responsible for facilitation, coordination, documentation, and management of assigned cases
22. Manage community relations, nurture, and develop advisory council partner relations
23. Host advisory council meetings
24. Conduct data evaluation sessions with the advisory council

### **Qualifications:**

#### Education:

- Training, experience, and education must support the position
- A Bachelor's degree in social work, psychology, public health, or sociology preferred
- English and Spanish fluency strongly preferred

#### Experience:

- Working with youth who have experienced commercial sexual exploitation or abuse
- Working collaboratively with internal and external teams and agencies
- Facilitating presentations and trainings
- Ability to empathize with others' perspectives, navigate sensitive issues, and build trust to facilitate open dialogue and consensus-building.

#### Other Skills and Requirements:

- Proficiency in Microsoft Office Suite
- Proficiency in a digital case management software
- Excellent organizational skills
- Excellent communication and interpersonal skills
- Excellent problem-solving skills
- Must communicate well and function responsibly in a team setting and independently.
- Commitment to the goals, objectives, and values of the Advocacy Center.
- Must be able to pass all required criminal background checks.
- Must have a valid Texas Driver's License

### **Application Instructions**

If you would like to apply for this position please email the following items to the Executive Director, Aleigh Ascherl, at [aascherl@advocacyctr.org](mailto:aascherl@advocacyctr.org)

1. Cover Letter
2. Resume
3. 3 Professional References