



Direct Support Coordinator

Area: Community Assistance

Reports to: Community Assistance Subdirector

Location: Durham

Employment Type: Full-time

Position Summary

The vision of El Centro Hispano is to strengthen and advance people in North Carolina and beyond. The Direct Support Coordinator is responsible for supervising and coordinating the daily operations of the intake and case management teams, ensuring that community members receive comprehensive, timely, and high-quality services. This role ensures the effective implementation of intake, needs assessment, service pathways, and case follow-up processes, applying a community-centered approach aligned with the strategic goals of the Community Assistance Area.

Key Responsibilities

General Responsibilities

- Supervise and coordinate the intake and case management specialists, ensuring proper implementation of community service policies and procedures across the three public service offices located in the Triangle area.
- Ensure that intake, needs assessment, and service pathway processes are consistent, comprehensive, and person-centered.
- Monitor team performance to ensure goal achievement, service quality, and timely response standards.
- Serve as a liaison between the operational team and the Community Assistance Area, communicating needs, trends, and opportunities for improvement.
- Support staff training, mentorship, and professional development, promoting best practices and organizational culture.

Operational Coordination of Intake and Case Management



- Coordinate daily case assignments among intake and case management specialists, ensuring balanced workloads and timely client attention.
- Monitor case flow from intake through case closure, ensuring service continuity and compliance with established timelines.
- Support case prioritization based on urgency, complexity, or criteria defined by the Community Assistance Area.

Service Quality and Case Follow-Up

- Review and verify that service pathways developed for clients are coherent, complete, and aligned with institutional protocols.
- Ensure service delivery is person-centered, respectful, confidential, and culturally responsive.
- Identify deviations in service quality and propose immediate corrective actions.

Documentation and Case Management Systems

- Review and ensure the accuracy, consistency, and timeliness of case documentation and internal reports.
- Oversee proper use of case management tools and systems, ensuring complete documentation of services, referrals, and follow-ups.
- Support staff in resolving technical questions related to platforms, forms, and documentation processes.

Internal Coordination and Service Referrals

- Ensure effective communication and referral of clients to other Community Assistance programs and organizational services.
- Facilitate coordination with other departments to avoid service duplication and ensure comprehensive responses.
- Serve as the operational point of contact between the direct services team and the Community Assistance Area.



- Maintain ongoing coordination with other Community Assistance units, including Health Window, Community Outreach, and CEL, to ensure integrated and continuous service delivery.
- Facilitate appropriate referral and counter-referral processes between programs, ensuring clarity of service pathways and effective follow-up.
- Ensure direct support staff have up-to-date information on services, eligibility criteria, and internal processes for each program.
- Identify opportunities to improve internal coordination workflows and propose operational adjustments to enhance client experience and service efficiency.
- Participate in interprogram coordination spaces to align operational priorities with the strategic objectives of the Community Assistance Area.

Team Development and Support

- Identify training needs, technical reinforcement opportunities, or individualized staff support requirements.
- Provide ongoing guidance, feedback, and support in the resolution of complex cases.
- Promote best practices in community-based service delivery and collaborative teamwork.

Operational Planning and Continuous Improvement

- Participate in planning and coordination meetings with the Community Assistance Area to align operational objectives with institutional strategy.
- Identify bottlenecks, operational risks, or critical cases that may impact service delivery.
- Propose timely and practical solutions to improve processes, workflows, and service quality.

Operational Resource Supervision

- Oversee the appropriate use of resources assigned to projects under their coordination, ensuring alignment with program objectives and internal policies.



- Review and validate operational reports related to mileage expenses, reimbursement requests (check requests), and project-related expenditures.
- Coordinate purchasing and operational resource requests with the Community Assistance Area, ensuring timely submission, proper justification, and compliance with internal procedures.
- Monitor operational budget execution for assigned projects, proactively identifying variances, additional needs, or required adjustments.
- Collaborate with the Community Assistance Area Subdirector in compiling operational financial information for internal and funder reports.

Qualifications

- **Education**

- Bachelor's degree with major in social work, psychology, business administration, sociology, or related fields.
- Relevant professional experience may substitute for formal education.
- Preferred: graduate studies or specialization in community management, social development, case management, or related areas.

- **Experience**

- Minimum of three (3) years of experience supervising direct service or case management teams, preferably in community-based or nonprofit organizations.
- Experience coordinating social services, intake, and case follow-up processes.
- Knowledge of the regional social and health services ecosystem, preferably in North Carolina or the Triangle region.

- **Technical and Professional Skills**

- Practical knowledge of intake, case management, and service referral models in community settings.
- Experience with case management systems, databases, and service-tracking platforms (CRM or HMIS).
- Ability to interpret basic operational data (case volume, response times, follow-ups, closures).

- Ability to apply institutional policies, procedures, and protocols in daily operations.
- Basic knowledge of confidentiality, ethics, and data protection when working with vulnerable populations.
- Strong case documentation and operational reporting skills.
- Ability to coordinate operational workflows and support continuous improvement processes.

- **Language Skills:** Bilingual proficiency in English and Spanish (native or B2–C1 level)¹.

- **Computer Skills**

	Alta	Media	Baja
Office	✓		
Word	✓		
Excel	✓		
Power Point		✓	
Internet		✓	
Email	✓		

- **Habilidades Adicionales**

	Alta	Media	Baja
Technical Equipment Operation	✓		
Tool Management			✓
Materials Handling		✓	

¹ The Common European Framework of Reference for Languages (CEFR) is a guideline used to measure your language proficiency, from beginner to expert:

- A1 and A2 (Beginner): You know basic things, such as how to order food.
- B1 and B2 (Intermediate): You can talk about everyday topics and understand conversations.
- C1 and C2 (Advanced): You speak almost like a native speaker and can understand complex texts.



Third-Party Safety Compliance		✓	
Confidential Matters Handling	✓		
Decision-Making		✓	
Information Management	✓		

● **Soft Skills**

Competency	Development Level			
	A 100%	B 75%	C 50%	D 10%
Teamwork				
Assertive Communication				
Ability to Work Under Pressure				
Service Orientation				
Adaptability				
Results Orientation				
Leadership				

Salary Range and Benefits

Full-time, 40 hours per week (occasional evenings and weekends required based on program needs)

Salary Range: \$45,811 - \$59,554

(Salary is determined within the established range based on education and relevant experience.)

Benefits: Health insurance, dental plan, vision plan, and 401k.

Developed by:

Approved by:



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Human Talent Director

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