

City of St. Louis
Office of Violence Prevention

Client Service Coordinator I

About the Office

The Office of Violence Prevention (OVP) is a division of the City of St. Louis created in July 2022 whose purpose is to act as a coordinating body for the City's efforts to create safe, healthy, & thriving neighborhoods free of violence. The office works with the community, community-based organizations, government bodies, healthcare systems, and more on a public health approach to addressing violence. The OVP is creating an ecosystem focused on providing community driven answers to community issues. The OVP coordinates with partners and provides strategic direction and oversight for various citywide Community Violence Intervention (CVI) initiatives, including but not limited to the following:

- 1. Supportive Re-entry** services that deliver support to individuals returning to the community from the criminal legal system in a trauma-informed, anti-racist, evidence-based, client-centered, participatory, community-driven, and collaborative fashion, which emphasizes the clients' right to self-determination through flexible, non-punitive, and low-barrier service provision.
- 2. Crisis Response** work that builds on, but does not rely on, existing emergency services such as 9-1-1, with an aim to prioritize the use of non-law enforcement responses and interventions when most appropriate to address the social, health, and mental health needs of individuals and communities.
- 3. Youth Diversion** work that will expand resources available to justice-involved youth and their families to positively impact St. Louis communities and enhance public safety.

About the Role

The City of St. Louis Office of Violence Prevention (OVP) seeks a highly motivated professional who is comfortable working with high-risk individuals, has excellent communication skills, is technologically savvy, and has a strong commitment to creating equitable, safe, and healthy communities in St. Louis. Client Service Coordinator I's (office title subject to change) perform client intakes and assessments and they provide referrals for crime victims and other high-risk individuals in need of services.

Key Responsibilities

- Conduct intakes for new clients and interview them to gather information and assess their needs. Provide orientation for new clients.
- Provide clients information and warm-hand off referrals to community service providers.
- Work with clients to identify goals and build plans that will accomplish those goals.
- Perform follow-up casework through office contacts and site visits.
- May coordinate with the police department and other partners to provide specialized support and assistance to individuals who are victims of crime.

- Ensure that the unique needs and challenges faced by clients are addressed effectively.
- Participate in community outreach efforts.
- Maintain appropriate case documentation, files, and records through Salesforce.
- Represent OVP at meetings and events, act as a liaison/advocate between clients and government/community service providers.
- Participate in meetings with community groups, organizations and contracted providers.
- Perform other duties as assigned.

Qualifications

- A Bachelor's degree in Social Work, Criminal Justice Administration, Sociology, Political Science, or related social science field preferred.
- At least one year of experience working in social service programs or case management in a social services agency.
- Knowledge of or familiarity with the local social services field and community-based organizations would be a plus.
- Effective communicator with strong interpersonal skills and proven ability to develop productive, positive working relationships.
- Ability to adapt to various settings and work with diverse populations.
- Consistent ability to exercise sound judgment and discretion.
- Expertise with Microsoft Office and Google Workspace suites (including Gmail, Drive, and Sheets).
- Experience with Salesforce or other relevant software is a plus.

Salary Range: \$40,430 - \$60,372

To Apply: Please email your resume to violence-prevention@stlouis-mo.gov with the subject line "Client Service Coordinator I."