Downloaded from <https://www.velvetjobs.com/job-descriptions/case-coordinator>

# Example of Case Coordinator Job Description

Our company is growing rapidly and is looking to fill the role of case coordinator. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for case coordinator

* Facilitates access to available volunteer community service opportunities for participants
* Researching complicated cases, eligibility, escalated cases,etc
* Meets quality standards by ensuring proper phone etiquette and adherence to scripts, make accurate and descriptive MMS documentation and properly complete cases
* Assists the Case Management Coordinator in developing and implementing policies and procedures pertaining to the custody, administration, classification, and program status of inmates
* Provides guidance and direction in classification and parole matters to case management staff
* Advises and assists the Case Management Coordinator in developing, coordinating, and implementing training for case management staff
* May serve on the institution’s Unit Disciplinary Committee
* Counsels inmates, responds to their requests and problems, and refers them to appropriate institutional services
* Assists in providing classroom instruction and training in case management matters to the institution’s correctional officer academy
* Utilizes pick lists, received from case cart supervisor to correctly pick the supplies required and have them available for scheduled surgical cases

## Qualifications for case coordinator

* Demonstrated judgment of safety and confidentiality issues
* Two (2) years of work in a similar position including experience working with multi-cultural contacts
* Two (2) years of experience working with computers
* Bachelor’s degree in behavioral sciences or related field
* Five (5) years of supervisory/management experience in case management or a field directly related to the specific duties of the position
* Experience monitoring e-mail/inbound calls and providing feedback