

Position Title: **Service Coordinator**
Reports to: **Senior Manager**

Overview: This position acts as a team leader to develop, plan and implement comprehensive services for individuals with developmental disabilities and their families. The scope of the Service Coordinator's responsibility encompasses the management and supervision of all services determined necessary to meet 24 hour-a-day, 7 day-a-week support needs. These services include residential, day support, respite supports, clinical and crisis supports.

Service Coordinators are required to provide supervision to staff and residential supports and to define and implement therapeutically appropriate crisis response plans. They are responsible for oversight of individualized Medicaid waiver budgets and for ensuring that all state and federal regulatory requirements are met so as not to jeopardize funding. Ensure that direct service staff follows the service plan goals and objectives to maximize the independence of individuals through skill acquisition and community inclusion while maintaining health and safety.

Educational Requirements: Bachelors' Degree in human services-related field (or equivalent experience), plus two years experience in developmental services. Previous supervisory experience preferred.

Areas of Accountability:

A) Service Coordination (60%):

- ✓ Coordinate, manage and supervise services, programs or natural supports that meet the therapeutic, clinical and programmatic needs of each client.
- ✓ Conduct regular meetings, initiate phone contact, and attend home visits with the person and their team which includes family members, guardians, natural relationships, agency staff, respite/community/home support providers, other social service providers, correctional and legal system, medical providers, educational providers and others. These contacts are designed to review the comprehensive service package which includes basic or specialized medical, dental, mental health, social, legal, financial, vocational, communication, supervision, transportation, physical or occupational therapy, skill training, advocacy and other services.
- ✓ Per individual design, assist families in identifying, procuring and sustaining needed supports to ensure their ability to continue living together.
- ✓ Develop and review as needed an annual service plan and other needed support plans.
- ✓ Conduct annual needs re-assessment for clients and ensure any resulting changes are supported through appropriate funding sources and/or generic services.
- ✓ Coordinate needed services including funding, referral, application and ongoing documentation for these services.
- ✓ Liaison with community organizations for the coordination of generic services, resource development and education about integrating people with developmental disabilities into the community, promoting the agency in a manner that fosters good community relations.

- ✓ Develop, coordinate and execute intervention and behavioral support strategies to support client and community safety. Evaluate and modify these strategies through ongoing observation and review of team input
- ✓ Coordinate physical environment inspections or modifications to ensure accessibility or safety for client and community.
- ✓ Develop, coordinate and execute intervention strategies for clients in crisis.
- ✓ Development of different long or short term living arrangements and recruitment of support workers/home providers as necessary.
- ✓ Participate in the on-call rotation to provide evening and weekend supports.
- ✓ Advise or respond to emergent needs on the weekends and evenings as available.
- ✓ Provide direct client contact in the form of:
 - Role modeling
 - General counseling
 - Situational counseling with problem solving
 - Crisis management
- ✓ Assist the client in identifying, developing and/or maintaining natural supports.
- ✓ Collaborate with the Way2Work coordinator and staff to assist clients in identifying, developing and/or maintaining vocational skills through employment or volunteer opportunities.
- ✓ Counsel clients with personal finances. Create or complete needed financial reporting and expedite resolution to client finance related problems.
- ✓ Create/identify a variety of opportunities for community integration of clients by researching and contacting community organizations or members, scheduling with client and staff as needed, arrange transportation, provide instruction, etc.

B) Team Supervision (30%):

- ✓ Responsible for hiring, training, supervising and evaluating a varying number of Direct Support Professionals, interns and volunteers, in a manner that supports the employee's development and success within the agency. Provide functional supervision and training to substitute staff for these positions.
- ✓ Monitor and manage residential contracts. Responsibilities include regular and consistent oversight to ensure that all terms of the contract and regulations are adhered to and that quality supports are delivered.
- ✓ Provide leadership to approximately 12 service teams. Responsibilities include:
 - Fostering collaborative approach to service delivery
 - Provision of training on regulatory updates and changes
 - Develop and management of individualized service budgets
- ✓ Assist residential providers, clients and families per individual design with strategies to recruit, hire, train and supervise their respite and community support workers.
- ✓ Assist families or employers with payroll service related questions/issues, paperwork, screening workers and management of service budgets.

C) Documentation (10%):

Document service provision and other required information to provide quality service and ensure compliance with regulatory standards and funding allocation by:

- ✓ Creating and reviewing an annual service plan, tracking documentation and related communication, personal, educational and safety plans.
- ✓ Creating and updating a personalized history.
- ✓ Periodic reviews and funding change documentation.
- ✓ Contact logs.
- ✓ Monthly service coordination notes.
- ✓ Respite checklists.
- ✓ Home visit forms.
- ✓ Residential attendance sheets.
- ✓ Time sheets.
- ✓ Incident reports.

Required skills:

- ✓ Supervisory ability
- ✓ Management of budgetary resources
- ✓ Proven team leadership ability
- ✓ Knowledge of crisis de-escalation and intervention strategies
- ✓ Strong organizational and multi-tasking skills
- ✓ Excellent interpersonal, writing and communication skills
- ✓ Excellent judgment and independent decision making skills
- ✓ Ability to research and network with local community resources and agencies.

Professional Expectations:

- ✓ Exhibits commitment to philosophy of community inclusion, self determination and individualized growth for people with developmental disabilities. Exemplifies these philosophies to the community.
- ✓ Patient, insightful, respectful and compassionate approach to people with developmental disabilities, particularly while providing intense behavioral, emotional or personal care support.
- ✓ Work as a leader and/or member with client support teams and agency teams.
- ✓ Ability to provide personal care, support with medical needs and medication administration, behavioral supports and other support in a person's individual support agreement.

Access to Information:

In accordance with all HIPAA requirements, Service Coordinators have authorized access to the following documentation/ records:

- ✓ The complete individual record set as necessary to fulfill job requirements.