

# Integrated Service Coordinator

## Job Description



COMMUNITY  
SUPPORT  
ADVOCATES

*Hope. Resilience. Possibilities.*

### Who We Are:

Community Support Advocates provides support services to over 1,900 Central Iowans with disabilities. Our employees partner with persons served for growth and resiliency. The individuals we support experience a wide range of disabilities, including intellectual disabilities and other developmental disabilities, brain injury, mental illness, and substance use.

### How You'll Impact Lives:

An Integrated Service Coordinator is a position designed to assist in the provision of services within the CSA Integrated Services KEY Team. This role will facilitate the development of a functional assessment and Individual Empowerment Plan; work with the team to develop new services on behalf of targeted recipients; coordinate, monitor and provide services to targeted individuals specifically designed to maximize their independent functioning.

### Duties & Responsibilities:

- Assist consumers in securing all benefits they may be eligible for and linking them to supports within their communities.
- Assist the consumer, along with their families and guardians, in maximizing their abilities for self-direction by supporting them and empowering them to their greatest extent possible.
- Obtain and maintain data for quality assurance measures, partner with individuals to meet personal and agency outcomes, monitor and document outcomes, and ensure contract compliance by meeting consumer contact requirements.
- Conduct routine, effective and consistent communication with consumers/guardians, providers/parents, team members and supervisor.
- Identify issues and alternative solutions, foresee the impact and implications of decisions, and anticipate problems to the best of one's ability.
- Lead one on one services, including transportation of individuals as needed.

### Education & Requirements:

- Must qualify with the company's underwriter as an insurable driver and possess legal driving privileges in the state of Iowa.
- Bachelor's Degree from an accredited college or university with at least 30 semester hours or its equivalent in the behavioral sciences, education, health care, human service administration, or the social sciences; or have an Iowa license to practice as a registered nurse.
- Nurses must have three years of experience in the delivery of nursing or human services to the population group; others a minimum of one year of experience in the delivery of human services, specific to the needs and abilities of the population served.



**Des Moines Register**

Community Support  
Advocates is a 2021 Top  
Workplace!  
10 Years Running