

COMMUNITY SUPPORT ADVOCATES

Position Description

Job Title: Service Coordinator
Department: Community Support Advocates
Reports To: Director of Care Coordination and Case Management
FLSA Status: Hourly Non-Exempt
Prepared By: JVT
Prepared Date: October 4, 2020
Approved By: CLS
Approved Date: October 16, 2020

Job Summary

Provides case coordination for consumers; coordinates the intake and eligibility process; assists persons in obtaining needed services by making referrals and authorizing funding; monitors service provision; maintains consumer records; directs or facilitates the development of the annual case plan; maintains required consumer data; makes professional decisions and recommendations that may have a serious impact on the life of the person served; serves as a member of an interdisciplinary team working on behalf of the consumer; maintains routine and ongoing contact with consumers per guidelines established for program.

Essential Duties and Responsibilities

Employees are expected to engage at all times to live the agency mission, Vision, and Values. Employees promote MVV among team and staff actions as an essential part of their work.

- Values each individual as unique with their own talents, beliefs, and ideas. Act without bias towards any individual and show support for their strengths.
- Intentionally plans and prepares for challenges and adapts to changes as they arise. Welcomes new ideas. Shows respect for others and uses active sharing and listening to find solutions.
- Works as a team by communicating clearly and listening effectively. Establishes shared goals and expectations and works collectively to meet them. Shares a responsibility with others to uphold tolerance and embrace differences.
- Communicates with clear intentions, acts with positive regard, remains accountable for your own actions, and is personally committed to helping others do the right thing in a reliable way.

All employees at Community Support Advocates are expected to uphold a minimum standard of behavior. These expectations are relevant to employees at all levels of operation.

- Attends intra-agency and department meetings and participates in on-going in-service education opportunities
- Completes required paperwork and written reports
- Identifies issues and alternative solutions, foresees the impact and implications of decisions, and anticipates problems
- Works effectively and collaboratively within a team, demonstrates flexibility and works cooperatively with others to achieve shared goals

- Works Regular and Reliable hours
- Completes required training as scheduled
- Promotes the growth and recovery of all individuals receiving services through CSA
- Utilizes teamwork and creativity to provide quality support services to individuals served
- Partners with individuals to meet personal, program and agency outcomes; monitors, and documents individual and agency outcomes
- Any other duties as assigned by management

The role of Service Coordinator is clearly defined by a set of responsibilities which provide members with the best possible services available.

- Coordinates, facilitates and monitors the Interdisciplinary Team planning process and assures appropriate implementation of the plan
- Links consumers to necessary resources and facilitates acquisition of their benefits
- Completes social history/assessment/Locus or ICAP and Service plan for those who do not have a MCO in-house case manager or gathers these documents for those who do.
- Works as a liaison with collateral systems to resolve conflict, advocate for consumer rights and follow-up with specific problem outcomes
- Initiates and completes the termination and transfer of an individual when services are no longer required or desired
- Processes requests for services by obtaining necessary assessments, conducts intakes, completes the social history and assessments and determines consumer eligibility of services
- Completion of regional eligibility criteria, Regional Application information and Polk MIS authorizations, Director's Exceptions, Service Appeal Board proposals, plan changes, etc.
- Ability to triage calls and assist in warm hand-offs where needed
- Monitors service provision progress or obstacles
- Mediates conflicts related to consumer services and advocates for the consumer when needed
- Completes file audits and other quality assurance activities to ensure work meets requirements of the agency, state and regulatory bodies, and funding streams
- Collaborates and partners with other agencies and members of the Interdisciplinary Team to ensure success of the person served
- Functions as a member of a team to ensure services for consumers, including case coverage as needed

Supervisory Responsibilities

The Service Coordinator is directly responsible to and supervised by the Case Management Director or designee. The Service Coordinator does not have any specific supervisory responsibilities.

Travel Requirements

Travel is required as needed to the service location. Visits can occur in the Individual/family home, community setting, or office. Service location is usually determined based on both Individual/family choice and program requirements.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required. This person must qualify with the company's underwriter as an insurable driver and possess legal driving privileges in the State of Iowa. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This person must possess the ability to: work alone and with limited supervision, manage time effectively to meet deadlines review multiple standards, and interpret information and be detail oriented. The individual must clear annual background checks including, but not limited to, criminal, abuse and Office of Inspector General. Must comply with accepted professional standards and nursing practice.

Education and/or Experience

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 at least three years of experience in the delivery of nursing or human services to the population group; others must have a minimum of one year of experience in the delivery of human services, specific to the needs and abilities of the population served.

Personal Qualities

Ability to communicate effectively to customers and employees of the organization while demonstrating a high level of motivation. Ability to maintain professional boundaries. Demonstrate a high level of detail orientation and organization. Possess good problem-solving skills and be able to follow through with assignments. Ability to read and interpret documentation, analyze and interpret data, use routine computer programs, to develop routine reports, and to handle non-routine crisis situations.

Certificates, Licenses, Registrations

This person must be certified free of communicable diseases by a medical professional.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, talk, stand and walk. The employee is occasionally required to climb stairs. The employee may occasionally lift and/or move more than 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth vision, and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

Notice of Receipt and Comprehension

I have read and understand the preceding Position Description and agree to perform my duties as outlined herein. I understand that periodic updating of the position description is a normal business practice of Community Support Advocates.

Employee Name (Print)

Date

Employee Signature

Supervisor

Date