

SYCAMORE SERVICES, INC.
POSITION DESCRIPTION

TITLE: Service Coordinator

DEPARTMENT: Day and Community Services

JOB ANALYSIS CONDUCTED: June 2010 Revised: July 2019

Note: Statements included in this description are the essential functions of this position. Other non-essential functions may be assigned.

Relationship

Reports to: Director of Day and Community Services

Supervises: Casual Employees; Program Coordinators; Respite Workers; Community Consultants

Other Internal contacts: All Staff; Participants

External contacts: Parents; Residential Personnel; Waiver Case Managers; Family & Social Services personnel; Community Resources

Work environment: 80% Office, 20% Community
Distribution dependent upon IDT meetings and program needs

Scheduled work hours: Flexible schedule with some evening and weekend hours based on program needs with no more than 80% non-billable time.

Job Summary

As a member of the interdisciplinary team, develop, implement, and monitor PCISP's and goals for persons assigned to enhance independence and ensure meaningfulness. Provide training and support to staff to ensure successful outcomes for persons served. Maintain case records, ensure reviews are done efficiently and oversee creation and dissemination of required reporting. Be responsible for management of referrals, intake processes, and waiting lists. Represent the agency in IDT meetings. Coordinate respite services for assigned caseload. Supervise casual employees. Uphold and promote the agency mission statement.

Job Qualification

- A. Bachelor's degree in Social Work, Special Education, or closely related discipline, five years experience in human services related to people with disabilities, or a combination of education and work experience equaling five years.
- B. Minimum of two years experience in programs for individuals with developmental disabilities.
- C. Previous supervisory experience preferred.
- D. Knowledge in the development of PCISP's.
- E. Knowledge in the area of developmental disabilities.
- F. Excellent verbal and written communication skills required.
- G. Ability to be flexible, organized, responsible and a team player.
- H. Training in medication administration preferred.
- I. Ability to lift a minimum of 35 pounds; upper body leverage strength required.

Essential Functions

- A. Caseload
 - 1. As a member of the interdisciplinary team, develop, implement, and monitor PCISP's for individuals within assigned area.
 - 2. Provide guidance to Direct Support Professionals to ensure PCISP's are implemented.

- B. Case Records/Compliance
 - 1. Ensure maintenance of Community/Day/Respite case records in accordance with agency, funding source and CARF standards.
 - 2. Provide training and instruction to staff on implementing PCISP goals and maintaining necessary documentation in conjunction with the Field Training Coordinator.
 - 3. Monitor participant goals to ensure implementation in accordance with individual's PCISP.
 - 4. . Conduct file audits and ensure deficiencies of file audits are corrected.
 - 5. Monitor implementation of behavior plans as necessary.

- C. Staff Management
 - 1. Supervise, mentor, support, assign, and assess staff performance of direct subordinates, including Program Coordinator, Team Lead and Community Consultants.
 - 2. Assist with hiring and training of staff in conjunction with Intake Coordinator and Field Training Coordinator.
 - 3. Conduct 90-day performance evaluation on all new employees assigned to their programming.
 - 4. Conduct annual performance review of all staff supervised.
 - 5. Coordinate and lead meetings and other staff activities.
 - 6. Assist staff with providing services as needed.

- C. Program Relations
 - 1. Market services to BDDS, MW Case Managers, and other funding agents as appropriate.
 - 2. Responsible for management of referrals, intake processes, and waiting lists in conjunction with Intake Coordinator and Field Training Coordinator.
 - 3. Ensure open communication and coordinate services with residential providers, Waiver Case Managers, etc.
 - 4. Coordinate staff assignments and provide individual participant training in conjunction with Field Training Coordinator.
 - 5. Monitor quality of programs and services and assess stakeholder satisfaction.
 - 6. Ensure outcomes for people with disabilities based upon their desires, interests, and personal plans for the future in accordance with their PCISP.

- D. Sycamore Services Team
 - 1. Will provide assistance in Community/Day program as needed.
 - 2. Promote and uphold the agency mission statement.
 - 3. Promote a sense of team through mutual respect and assisting co-workers as needed.
 - 4. Other duties as assigned.

Approved

Date