Redwood Coast Regional Center

Respecting Choice in the Redwood Community

POSITION ANNOUNCEMENT
(This is not a full job description)

SERVICE COORDINATOR (Case manager)

Redwood Coast Regional Center is currently recruiting for a Service Coordinator with a Bachelor's degree in human services, social welfare, psychology, public health, special education, or related field, with two years relevant experience **or** Master's degree in one of the above fields with one year relevant experience.

Under direction, Service Coordinators provide advocacy for clients and their families; must be able to assess, plan, implement, and coordinate multi-disciplinary services and may be involved in community education. Knowledge of the system of delivery services to persons with developmental disabilities and understanding of regional center case management policies and procedures preferred. Good communications skills both verbally and written and an ability to counsel and advocate for persons with developmental disabilities and their families along with a basic knowledge of positive behavior supports as well as the ability to show sensitivity relating to other cultures is required.

This position requires a valid CA driver's license, reliable transportation, and minimum vehicle insurance as prescribed by law or the ability to provide for independent transportation. Computer expertise using Microsoft software programs is required. A background check will be required prior to employment.

Salary range: $3406-$4792/ month w/exc benefits (8 step salary range)

Location: FT Lakeport, CA Children's Unit
FT Ukiah, CA Children's Unit

Closes: April 15th, 2020 at 5:00pm

Please send resume,
letter of interest and completed application to:

Redwood Coast Regional Center
Human Resources
1116 Airport Park Blvd.
Ukiah, CA 95482 or
FAX (707) 462-4280 / e-mail: HR@redwoodcoastrc.org

Please go to our website as www.redwoodcoastrc.org and download the Application. Return entire packet to Human Resources. Incomplete packets will not be considered for an interview.

EOE

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Position Title: **Service Coordinator**

Supervised by: Client Services Manager

Department: Client Services

General Scope of Responsibilities: Under supervision, the Service Coordinator is responsible for identifying needs, developing plans, coordinating services, monitoring services, and providing advocacy for a caseload of persons with developmental disabilities, consistent with the Lanterman Act, applicable statutes and regulations, and the agency Vision.

Specific Types of Job Duties:

1) Develop and ensure implementation of person-centered Individual Program Plans (IPPs) for all Clients assigned to the caseload, consistent with current agency philosophy, processes, and documentation standards.

2) Periodically monitor the status of implementation of the IPPs for all Clients assigned to the caseload, completing required case documentation consistent with current agency and/or state standards, e.g. Periodic Progress Reports, Client Development Evaluation Reports, case notation, etc.

3) Provide support and guidance to Clients, family members, and/or guardians or conservators regarding developmental disabilities, services and supports that may assist the Client and/or family to achieve their desired goals and objectives.

4) Assist Clients and/or their families to access publicly available resources (e.g. Medical, schools, California Children Services, Mental Health, transit, etc.) and to identify naturally available resources in their lives and communities that may assist them to live a full and inclusive lifestyle.

5) Collaborate with and/or consult with agency or external multi-disciplinary resources to assist Clients in identifying their needs and in determining plans to meet their needs.

6) When necessary, make referrals to agency vendors/service providers to meet Client IPP objectives, follow current agency standards for requesting and authorizing Purchase of Service funds.

7) Perform assigned monitoring responsibilities to licensed residential facilities and/or other vendored services used by Clients on the assigned caseload, consistent with current agency standards for the facility or service.

8) Provide advocacy directly or indirectly, as appropriate, to ensure that the rights of Clients on the caseload are fully protected, including the civil, legal, and administrative rights granted to all citizens as well as those specific to persons with developmental disabilities.

9) Provide information to Clients, their families or legal guardians/conservators as to the resources available to them, the possible impacts of their disabilities on their lives, etc. Also, provide information and education to persons in the community (e.g. public agency personnel) about persons with developmental disabilities as to their abilities, rights, legal protections, and other related matters.

10) Identify and assist Clients in making best use of cost-effective or no-cost means of meeting their needs in meaningful ways.

11) Participate in agency and external trainings as appropriate and available to increase professional knowledge and to remain up to date on standards of best practice in the social services and developmental disabilities fields.

12) Cooperate as needed with public agencies (e.g. schools, Rehabilitation, Medical, CCS, Mental Health, etc.) to provide necessary information and assistance to ensure coordination of services to the benefit of the Client and/or family.

13) Maintain confidentiality of all records and information that the Service Coordinator becomes aware of in the course of serving persons with developmental disabilities, disclosing information only consistent with the requirements of the Lanterman.

14) Participate in such agency work groups, committees, or individual assignments as needed to enhance skills and abilities or to improve the functioning of the agency to better serve Clients.

15) Assist agency On-Call Team Members when contacted after regular business hours regarding emergencies involving Clients on assigned caseload.

16) Other duties as assigned.

Minimum Employment Standards:

<u>Educational and Experiential Requirements: Applicants must have either:</u>

1) A bachelor's degree from any accredited college or university in social welfare, psychology, public health, special education, or other related fields and two years of paid relevant experience; or

2) A master's degree from any accredited college or university in one of the above fields and one year of paid relevant experience; or

Other Requirements:

1) Computer literacy with Microsoft/Windows environment.
2) Reliable form of transportation, possession of a valid driver's license and minimum vehicle insurance as prescribed by law, or the ability for independent transportation.

Knowledge and Abilities:

Knowledge of family structure and dynamics; knowledge of child and/or human development, human psychology, pathology, health, and physiology; knowledge of the system of human or social services field and principles, standards, and ethics; ability to understand and implement agency Client services policies and procedures; ability to communicate verbally to a wide range of people in terms of their education, intellect, and cultural backgrounds; ability to listen to people and to be empathetic; ability to write clearly in case files and other written documentation, including use of proper grammar, punctuation, spelling, and appropriate professional language; ability to work autonomously under general supervision; ability to learn and comprehend technical terminology of the field; ability to multi-task and keep workload organized and up to date; ability to work as a member of a team; basic knowledge of positive behavioral supports and/or related fundamentals of the field.

Other Requirements:

This position requires extensive sitting in office settings, for meetings and travel. Frequent walking, standing, and occasional lifting of up to 30 lbs. with occasional bending, stooping, reaching and stretching to complete work duties is required. Adequate manual dexterity and coordination for operation of an automobile, computer and other standard office equipment is required for this position. Hearing and vision corrected to normal range. Any of the above with reasonable accommodation.

This position requires the ability to work under pressure of deadlines and a fast-paced environment; cope with complex and often stressful situations; give attention to detail & learn new tasks quickly; work as a team and exhibit effective communication with team members; be predictable, reliable, and prompt attendance; interact with co-workers on-site; attend meetings; and be available for in-person communication.

Supervision:

This position is supervised by the Client Services Manager for the specific age group or office of assignment.