



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

POSITION ANNOUNCEMENT
(This is not a full job description)

ASSOCIATE SERVICE COORDINATOR (Case manager)

Redwood Coast Regional Center is currently recruiting for an Associate Service Coordinator with an Associate's degree in human services, social welfare, psychology, public health, special education, or related field, and two years relevant experience.

Under direction, Associate Service Coordinators provide advocacy for clients and their families; must be able to assess, plan, implement, and coordinate multi-disciplinary services. 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: \$3,690-\$5,191/ month w/exc benefits (8 step salary range)

Closes: Open until Filled

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) 462-6981 / e-mail: HR@redwoodcoastrc.org

Please go to website www.redwoodcoastrc.org/careers for more information and instructions on how to apply. Incomplete packets will not be considered.

EOE



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Position Title: Associate Service Coordinator

Supervised by: Client Services Manager

Department: Client Services

General Scope of Responsibilities: Under supervision, the Associate 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.

The Associate Service Coordinator (ASC) is assigned to a Team Leader and/or Early Start Coordinator, who acts as a Mentor in teaching and modeling the essential duties and responsibilities of Service Coordination. The ASC under supervision is responsible for caseload based on the needs of the Agency. The Associate Service Coordinator does not carry high profile, complex cases.

Specific Types of Job Duties:

- 1) Develop and ensure implementation of person-centered Individual Program Plans (IPPs)/Individual Family Service Plans (IFSPs) 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 and/or IFSPs 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 (CDERs), Early Start Reports (ESRs), 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/IFSP objectives follow current Agency standards for requesting and authorizing Purchase of Service funds.
- 7) 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.
- 8) Identify and assist clients and/or their family in making best use of cost-effective or no-cost means of meeting their needs in meaningful ways.



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- 9) 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.
- 10) 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.
- 11) Maintain confidentiality of all records and information that the Associate Service Coordinator becomes aware of in the course of serving persons with developmental disabilities, disclosing information only consistent with the requirements of the Lanterman Act.
- 12) Participate in 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 and their family.
- 13) Assist Agency On-Call Team Members when contacted after regular business hours regarding emergencies involving Clients on assigned caseload.
- 14) Other duties as assigned.

Minimum Employment Standards:

Educational and Experiential Requirements: Applicants must have:

An Associates Degree from an accredited college in human services, social welfare, psychology, public health, special education, or other related field, or an equivalent number of semester credit hours from a four year institution in these disciplines, and two years of relevant experience.

Knowledge and Abilities:

A basic knowledge of developmental disabilities and the human or social services field. An understanding of principles, standards, and ethics associated with the provision of human/developmental services. 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. Computer literacy within Microsoft/Windows environment.

Other Requirements:

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.

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



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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 and to cope with complex and often stressful situations.

Supervision:

This position is supervised by the Client Services Manager for the specific age group or office of assignment. Direct training and mentorship will be provided by a Team Leader.