



# Redwood Coast Regional Center

Respecting Choice in the Redwood Community

**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) Conduct Early Start Intake assessments and participate in Early Start and Lanterman eligibility determinations as relevant to assigned caseload.
- 2) Develop and ensure implementation of person-centered Individualized Program Plans (IPPs) and/or Individual Family Service Plans (IFSPs) for all clients assigned to the caseload, consistent with current Agency philosophy, processes, and documentation standards.
- 3) 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, case notation, etc.
- 4) 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.
- 5) 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.
- 6) 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.
- 7) 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.
- 8) 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.



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- 9) 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.
- 10) 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.
- 11) Identify and assist clients in making best use of cost-effective or no-cost means of meeting their needs in meaningful ways.
- 12) 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.
- 13) 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.
- 14) 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.
- 15) 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.
- 16) Assist Agency On-Call Team Members when contacted after regular business hours regarding emergencies involving clients on assigned caseload.
- 17) Other duties as assigned.

## **Minimum Employment Standards:**

### Educational and Experiential Requirements: Applicants must have:

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

### 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.



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## 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. 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.

**See Attached List of Core Competencies**



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## **SERVICE COORDINATOR**

### **Core Competencies and Responsibilities**

#### 1. Knowledge of Developmental Disabilities and Service Coordinator Responsibilities

- Interacts professionally with clients, families, allied agencies, and service providers.
- Demonstrates a strong understanding of developmental disabilities and the social, emotional, physical, and psychological impact of such on the individual and his/her family throughout the lifespan.
- Employs person centered thinking principles including, but not limited to, focusing on the individual's strengths and capacities, shared responsibilities, and supporting the individual in making decisions based on their individual needs, preferred life style, culture, hopes and dreams.
- Demonstrates a basic understanding of family systems, human dynamics, and the stages of grief and the ability to empathize while maintaining professional boundaries.
- Depending on one's caseload responsibilities, they demonstrate the ability to create quality person centered Individualized Family Service Plans (IFSPs), Individual Program Plans (IPPs) and/or Self Determination Program (SD) Plans, particularly as they address the needs of individuals on the Home and Community Based Waiver Services (HCBS) program.
- Demonstrates a good working knowledge of local resources and supports relative to one's area of caseload responsibility, including cost effective natural, generic, and regional center funded services and supports.
- Demonstrates a clear understanding of the rights and responsibilities of the public school system (including IEPs) and the child welfare system when working with children and transition age youth.
- Demonstrates a clear understanding of the governing laws, regulations, and Agency's policies and procedure as it relates to one's position responsibilities, along with the ability to meet the timelines and expectations of service plan development, including addendums, and all associated documentation including but not limited to:
  - ✓ SANDIS client master file (CMF) updates within 30 days of notification or awareness of a change occurring, including change of address, residence type, day program, county, financial, guardian status, et cetera.
  - ✓ T19 case notes that are completed timely (w/n 30 days of contact), clear, succinct, and objective in content.
  - ✓ Review and completion of CDERs and/or ESRs according to Agency timelines.
  - ✓ Review and recording of SIRS within 2 working days of knowledge of reportable incident and appropriately monitors and conducts follow up activities.
  - ✓ Review of client and/or family services and supports according to the monitoring level guidelines and expectations.



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- ✓ Understanding of Med-waiver program and the ability to meet documentation requirement.
  - ✓ Purchase of service authorizations, along with their review for effectiveness in meeting the IFSP or IPP outcomes.
  - When working with adolescents and/or adults, demonstrates a basic understanding of forensic and legal issues and the regional center's role as it relates to such, including diversion plans, conservatorships, and the legal process for felonies and misdemeanors.
  - Clear understanding of Facility Liaison responsibilities and ability to fulfill them timely.
2. Teamwork
- Promotes and demonstrates RCRC's Mission and Vision.
  - Represents the Redwood Coast Regional Center in a professional and positive manner.
  - Ability to function autonomously when needed within parameters of job and utilize prudent, professional judgment and seek assistance when needed by consulting with supervisor or other management and/or clinical department staff.
  - Maintains working relationship with one's supervisor through regular consultation sessions and by keeping him/her apprised of any client and/or family situation for which there is elevated concern.
  - Promotes cooperation with other work units, Agency departments, and allied agencies.
  - Demonstrates the ability to initiate, and engage in, effective working relationships with members of other agencies and departments in order to promote successful outcomes for the clients served by Redwood Coast Regional Center.
3. Adaptability/Dependability
- Ability to maintain professional boundaries and demeanor even under pressure and during difficult situations.
  - Demonstrates openness to new organizational structures, procedures, and technology.
  - Independently prioritizes work responsibilities to meet client and Agency needs, along with expected outcomes and deadlines.
  - Takes personal responsibility for one's own job performance and demonstrates a commitment to professional growth and development through ongoing participation in training and literature review.
4. Communication Skills
- Communicates clearly and accurately both verbally and in writing.
  - Demonstrates good knowledge of alternative, age appropriate and person centered communication strategies when interacting with individuals with developmental disabilities, whether communication in person, on the phone, or via written communication.



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- Ability to effectively communicate with a variety of people (e.g., families, clients, community professionals) in a jargon free and culturally sensitive manner.
- Exhibits active listening skills when receiving input on other's ideas and/or concerns.
- Clearly communicates information to team members, providers and others in regard to actions necessary to provide best service to clients and meet Agency, state and federal mandates and/or policies/procedures.
- Provides timely updates and the sharing of information and decisions to client's team members in a manner that empowers the team members with knowledge, positive outcomes, and clarity on any required actions by the team member(s).

## 5. Judgment

- Demonstrates the ability to make sound decisions and develop action plans that are consistent with best practice for clients, person centered principles, and the Agency's mission and vision.
- Engages in difficult situations in a calm and positive outcome-focused manner.
- Demonstrates professional ethics in all aspects of work including, but not limited to, confidentiality, honesty, respectful demeanor, and accountability for one's actions.
- Demonstrates the ability to identify when additional information is needed to clarify a situation or to make a decision and seeks to obtain clarity from the appropriate person or entity.

## 6. Proactive

- Anticipates possible problems and develops contingency plans in advance.
- Identifying what needs to be done and takes action before being asked or before the situation requires it.
- Quickly identifies the central or underlying issues in a complex situation.
- Approaches challenging tasks with a "can-do" attitude.

## 7. Computer/Technical Skills

- Responds to phone calls and emails in a professional and timely manner, generally within 48 hours.
- Displays proficiency using standard office equipment such as a computer, fax, photocopier, scanner, et cetera.
- Demonstrates a solid working knowledge of the computer programs and information systems required for the completion of one's work responsibilities including, but not limited to SANDIS ADP, Microsoft Outlook, and Microsoft Word.

