Redwood Coast Regional Center

Respecting Choice in the Redwood Community

Position Title: **Enhanced Caseload Service Coordinator**

Supervised by: Client Services Manager

Department: Client Services

General Scope of Responsibilities: Under supervision, the Enhanced Caseload 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. This position shall provide enhanced service coordination by managing a caseload of clients currently served by RCRC with the lowest per capita and/or no POS expenditures and will work to empower individuals to partner with RCRC and other community agencies and to assist in identification of new resources that are culturally relevant to our community. This caseload ratio will be approximately 1:40.

Specific Types of Job Duties:

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

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 and identify barriers in accessing services and supports.

6) When necessary, make referrals to agency vendors/service providers to meet client IPP goals and objectives, following 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, education, mental health, and administrative rights granted to all citizens as well as those specific to persons with developmental disabilities.

8) 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 individuals with developmental disabilities as to their strengths, contributions, rights, legal protections, and other related matters.

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

10) 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.

11) Collaborate 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.

12) 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 Act and Agency policies/procedures.

13) 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.

14) Work in collaboration with the Diversity Outreach Specialist, SDP/Participant Directed Specialist(s) and other RCRC Departments to identify innovative approaches to service coordination. Participate in outreach and represents the Agency in community meetings and events. May conduct public presentations regarding regional center services and activities.

15) Participate in data gathering and analysis activities as directed.

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. Regional center experience as a Service Coordinator or similar case-carrying position serving persons with developmental and intellectual disabilities is preferred. Experience in crisis intervention, serious and persistent mental health disorders, autism and/or forensics is also preferred, but not required.
2) Fluency in English and Spanish, both written and oral, required for LatinX positions

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.
3) Must be available to work weekends and evenings, when necessary.

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 and keeps abreast of state and federal regulations, Agency policy and procedure and guidelines related to client services; ability to communicate verbally to a wide range of people in terms of their education, intellect, and cultural backgrounds; experience working with families from diverse cultural, linguistic and socio economic backgrounds; ability to establish and maintain positive working relationships with all levels of staff; possess excellent conflict resolutions skills and has the ability to seek creative solutions; ability to establish harmonious and effective relationships with staff, clients, families, and the public; evidence of leadership abilities as evidenced by experienced by active participation in Agency workgroups, training sessions, or events; exceptional organizational skills as evidenced by ability to work independently in determining priorities and completion of assignments; demonstrated ability that person is a self- starter with a positive attitude, has excellent organizational and time management skills, willing to adapt as projects and related work evolve; 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 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.

Redwood Coast Regional Center's Workplace Security Policy:

Employee security responsibilities:

- Access only the systems, data, and physical spaces required for your position.
- Keep credentials confidential, never share or reuse them and use multi-factor authentication (MFA) where implemented.
- Immediately report suspected credential compromise, security incidents or any suspicious activity, or potential risk, to the ITG Team and/or your supervisor.
- Complete all required security and data protection trainings on time.
- If working out of the office such as in the field, use secure connections and compliant, protected devices; do not access or store confidential information on unsecured networks or personal devices without authorization.
- Return all organizational assets upon termination of employment or at the end of your contract and cooperate with HR/IT to promptly remove system access.

- Understand that violations of security policies and procedures may result in disciplinary action, including termination of employment and/or legal action.

Other Requirements:

This position requires extensive sitting in office settings, for meetings and travel (up to 50% of the time). 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.