

Job Title: Service Coordinator**Department:** Service Coordination**Reports To:** Service Coordination Supervisor**Classification:** Non-Exempt Employee**Job Summary:**

The Service Coordinator is responsible for managing a multi-faceted caseload of individuals with developmental disabilities and conducting specialized assessments as needed. They function as the main point of contact for individuals and their families, and coordinate services and supports to assist the individual in achieving their goals.

Supervisory Responsibilities: N/A**Duties/Responsibilities:**

- Interview the individual/family and other responsible people as needed to determine appropriate services/supports
- Complete or authorize specialized assessments as appropriate
- Ensure orientation of new service recipients and their natural advocates by outlining rights, responsibilities, service expectations, and grievance procedures
- Ensure development of Individual Support Plans (ISPs) and follow-through according to program guidelines
- Authorize services in accordance with Utilization Review/Quality Assurance standards
- Complete all Medicaid Waiver requirements within the timeline(s) identified by the waiver program, for all applicable individuals served
- Provide assistance and participate as appropriate in the investigation of situations involving neglect and/or abuse and ensure all civil and human rights are upheld
- Ensure compliance with all Agency policies / procedures
- Ensure compliance with state and federal safety, licensure, funding, and accreditation standards
- Monitor services by agency partners to ensure individual satisfaction with services and that terms of authorizations are being fulfilled
- Maintain accurate records and files
- Maintain confidentiality of individual's information according to HIPAA
- Work closely with Agency Leadership in determining program needs, gaps in services, identification of new services, evaluation of existing programs, and coordinating service delivery
- Promote inter-agency communication, collaboration, and joint problem solving
- Pursue continued knowledge and resource information
- Attend Agency team meetings as required to remain current on new or revised Agency and service coordination changes
- Perform other duties as assigned

Required Skills/Abilities:

- Ability to communicate effectively (orally and in writing)
- Customer relations and interpersonal skills
- Organizational skills with attention to detail and accuracy
- Ability to handle multiple competing priorities and work under pressure
- Able to complete reports, reviews, audit requests and other applicable requirements within required timelines
- Mathematical skills

- Critical thinking / problem solving skills

Education and Experience:

- Bachelor's Degree required from an accredited four-year college / university; preference will be given to individuals with degrees in psychology, social work, special education, nursing or comparable degree
- One (1) year of direct or indirect experience in the field of developmental disabilities
 - Direct experience is defined as being a member of a multi-disciplinary team in assessing, developing, or implementing Individual Support Plans (ISPs) for persons with developmental disabilities
 - Indirect experience is defined as being a volunteer for an agency or program with primary mission to provide resources / supports to individuals with developmental disabilities; or have lived with and supported a family member with a developmental disability
- Working knowledge and skill set to utilize multiple computer formats / systems (CIMOR, SETWorks, Microsoft Office, etc.)

Physical Requirements and Work Environment:

- Regularly required to stand, walk and sit; use hands to type, handle and feel; talk and hear
- Regularly lift up to 15 pounds; occasionally up to 50 pounds
- Ability to navigate Agency's physical premises
- Independent travel to meetings
- Ability to work flexible hours to best meet needs of individuals served
- May work in office setting or remotely in accordance with Agency policy

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee Signature

Date Reviewed with Employee: ____/____/____

Revision Date: September 2025

Supervisor Signature

Approved by:

