

Job Title: Service Coordinator**Department:** Service Coordination (TCM)**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 and intellectual disabilities. They function as the main point of contact for individuals and their families, and work to coordinate and develop specialized services that will enable the served individual to live a full and enriched life.

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

- Conduct specialized assessments for served individuals; interview participants, families, and other responsible individuals necessary to determine appropriate services/supports needed.
- Ensure orientation of new service recipients and their natural advocates regarding rights, responsibilities, service expectations, costs and grievance procedures.
- Ensure development of Individual Support Plans (ISPs) and the purchase, reimbursement and/or provision of services according to program guidelines.
- Monitor services by vendors to ensure that terms of authorization are being fulfilled, services are being delivered in a quality manner, and to review progress being made.
- Work closely with their Service Coordination Supervisor in determining program needs, identifying new services, evaluating existing programs, and coordinating service delivery.
- Authorize services in accordance with Utilization Review / Quality Assurance standards.
- Ensure all civil and human rights are upheld for each served individual; provide aid to individuals and families in urgent circumstances; aid and participate as appropriate in investigations involving neglect or abuse.
- Ensure compliance with all Agency policies / procedures; liaison with and ensure compliance with state and federal safety, licensure, funding and accreditation standards.
- Maintain accurate records and files.
- Attend team meetings to discuss cases in relation to treatment plans, progress, and changes in the treatment plans as well as office and service provision changes.
- Promote inter-Agency communication, collaboration, and joint problem solving.
- Pursue knowledge and information sources, which could benefit individuals and families.
- Complete all required agency training.
- 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 treatment 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, 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 various departments of Agency's physical premises.
- Independent travel to meetings.
- Ability to flex times 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: June 30, 2025

Supervisor Signature

Approved by:

