

**Calling all Human Service Majors!!**

**\*\*Recent Graduates Encouraged to Apply\*\***

Service Coordination, Inc. is looking for Service Coordinators with a passion to serve and work within your community – people who LOVE what they do and who are ready to \*finally\* be taken care of to the same degree that they care for others!

**Why should YOU want to work with us?**

- We offer competitive pay, including ALL travel (mileage + drive time) and quarterly bonus potential
- Generous Employee Referral Program
- Excellent benefits, including a tuition reimbursement program, a student loan repayment program, medical, dental and vision plans, 100% employer paid short-term and long-term disability and life insurance, 403(b) match (up to 5% of your annual salary), generous vacation and sick leave accrual and holiday pay
- Extensive paid training and employer-provided laptop and cell phone
- Supportive Leadership Teams that want you to succeed, participate in your training and facilitate open communication through monthly Town Halls and Annual Reviews

Our roots at SCI extend back to 1982, and our mission has always been the same: to effectively care for our team, our community and the people that we support. SCI provides quality case management and other related services by helping people understand what their choices are and connecting them to resources in their communities in ways that respect their dignity and rights.

Even during the COVID-19 shutdown, our Service Coordinators didn't miss a beat. They adapted to their surroundings and found new ways to ensure they remained available and helpful to the individuals they support. Does this sound like you? Send us your resume for review! We'd love to see what you bring to the table!

**Position Requirements:**

- Bachelor's or master's degree in a Human Services field
- Valid Driver's License and an insured vehicle

**If you are the type of person who welcomes a challenge and is looking for a rewarding position where you can truly make a difference, please contact us to learn more!**

## Service Coordinator Job Post

**For Full Job Description see below:**

### **About the Job**

Service Coordinators provide targeted case management by advocating, arranging and monitoring services and identifying supports for people with developmental and intellectual disabilities.

Some key duties attached to this role are: establishing positive relationships *with* the people we support and other stakeholders, facilitate the creation of person-centered plans and monitor throughout the year, enter activity notes within 24 hours, maintain records and deal with sensitive information, facilitate resolutions and provide resources to the *people we support*.

**Education required:** Bachelor's degree or Master's degree in a human service field.

Provide Case Management services to individuals who have an intellectual disability and/or developmental disability. Primary objectives of this position include:

- Establishes positive working relationships through a solution-based approach with each person served, their team and additional external stakeholders.
- Routinely explores options, areas of interest and preferences and growth opportunities for each person served.
- Establishes and monitor an annual Person-Centered Plan that identifies outcome important to the person, outlines support needed and required, and secures ongoing support services and continuously monitors and evaluates the quality of the services provided.
- Meets state mandated requirements for all duties of the Service Coordinator role

Identifies and secures ongoing support services and provides assistance to individuals with developmental disabilities. Establishes a Person-Centered Plan (PCP) for services, implements, and continuously monitors and evaluates the quality of the services provided. Ensures that the services provided meet state mandated standards.

### **Essential Duties:**

1. Advocates on behalf of individuals, provides resources information, and educates them to become more self-determined.
  - Provides education to individuals and their families
  - Provides education on how to coordinate and advocate for services
  - Encourages individuals to empower themselves and achieve optimal level of independence
  - Educates individuals on the principles of self-determination
2. Collects information and documentation related to eligibility for DDA services and recommends eligibility and priority to DDA.
  - Meets with individuals and/or family to obtain information
  - Obtains relevant information and supporting documentation

## Service Coordinator Job Post

- Completes a Comprehensive Assessment (CA)
  - Plans for, and updates Person Centered Plans (PCPs)
3. Plans for, facilitates, develops, and continually updates Person Centered Plans (PCPs) that document service needs for individuals eligible for DDA services.
- Engages in person-centered planning process with individuals
  - Develops and writes the PCPs in collaboration with the individual
  - Conducts PCPs preparations with the individual
  - Writes the Self-Directed Plan
4. Researches, identifies, refers, and coordinates resources and services to achieve the outcomes specified in individual's PCPs, and shares resources with other team members.
- Travels to meet with support staff
  - Provides information, makes referrals, and assists individuals
  - Assists individuals with transitioning
  - Completes required paperwork and follows up for waivers
  - Identifies services and collaborates with providers for individuals in state facilities to transition successfully into the community.
  - Identifies services and collaborates with providers to support those with forensic involvement
5. Monitors Person Centered Plans (PCP) and conducts follow-up activities.
- Conducts on-site visits to observe individuals
  - Conducts timely visits and contacts as defined in regulations
  - Obtains information regarding individuals' progress toward goals
  - Submits the Recertification of Need (RECON)
  - Identifies new medical and health services, and other individual needs
  - Submits recommendations for new DDA priority category
  - Completes the Agency Investigation Report (AIR)
  - Applies or re-applies for necessary programs or services
  - Communicates with providers regarding resolution of individual's concerns
  - Oversees provision of documentation to apply for medical assistance
6. Adheres to SCI and policies and procedures.
- Meets performance utilization benchmark to ensure compliance with SCI standards
  - Maintains individuals' HIPAA records in secure locations
  - Utilizes tracking and time management tools

### Required Competencies:

- **Problem Solving:** Using a solution-based approach, identify options and workable solutions.
- **Decision Making:** Identify a range of alternatives and evaluating potential courses of action.

## Service Coordinator Job Post

- **Job knowledge:** Possessing the basic knowledge necessary to perform the job or function.
- **Achievement:** Striving to accomplish high goals or standards.
- **Initiative:** Taking action without being told to do so.
- **Trustworthiness:** Securing the confidence of others through consistent words and actions.
- **Respect for others:** Working to understand and empathize with the position of others.
- **Interpersonal communication:** Interacting effectively with others to convey thoughts and ideas.
- **Building Relationships:** Establishing and maintaining positive rapport with others.
- **Service Orientation:** Responding to others in a timely manner to satisfy their needs.
- **Teamwork:** Working cooperatively with others to accomplish goals or objectives.
- **Dependability:** Reliably following through on commitments made to others.
- **Flexibility:** Willingness to take alternative actions given appropriate justification.
- **Detail Orientation:** Attending to all steps and follow-ups necessary to accomplish a task.
- **Professionalism:** Conducting oneself with high standards and integrity.
- **Planning:** Looking forward in addressing tasks to anticipate steps and contingencies.
- **Stress Tolerance:** Maintaining stable performance under the pressures of work or life.
- **Work Attitude:** Approaching work with a positive "can do" mindset.

### Minimum Qualifications:

**Education required:** Bachelor's degree or Master's degree in a human service field:

- Human Services Administration
- Psychology
- Sociology
- Social Work
- Rehabilitation Studies
- Counseling
- Special Education
- Child development
- Public Health Administration
- Deaf Studies
- Education

### Experience:

- Experience in working with people with developmental disabilities preferred.
- Experience with person centered planning preferred.
- Willing to submit and pass a CJIS background check.

### Our recruitment process:

1. *Take the AOE Reasoning and Situational Judgment Assessment!* Both assessments will only take 20-25 minutes and you'll have one week to finish this step so no rush!

## Service Coordinator Job Post

2. *We'd like to talk to you!* Learn about your background, how you handled situations in the past and what made you apply to Service Coordination.
3. *Interview with the supervisors!* Our supervisors have real-life experience working in the field and can answer your questions about what to expect on the job and what it's like to be a resource for the people we support.

**Disclaimer:** The recruitment process is approved by Service Coordination Inc.'s Recruitment Committee and subject to change based on business needs.

#casemanager #casemanagement