

Calling all Human Service Majors!!

Service Coordination, Inc. is looking for Support Planners 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 Support Planners 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 one of the following concentrations:
 - Psychology
 - Sociology
 - Social Work
 - Nursing
 - Counseling
 - Human Services Administration
- 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!

Support Planners provide targeted case management by advocating, arranging and monitoring services and identifying supports for people with Medicaid Home and Community Based services of varying ages and medical needs.

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.

Identifies and secures ongoing support services and provides assistance to people served. Establishes a Person-Centered Plan of Service (POS) 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:

- Advocates on behalf of the people served, provides resource information, and educates them to become more self-determined
 - Provides education to people served and their support system
 - Provides education on how to coordinate and advocate for services
 - Encourages people served to empower themselves and achieve optimal level of independence
 - Educates people served on the principles of self-determination
- Collects information and documentation related to eligibility for Supports Planning services
 - Meets with the people served and/or their authorized representative to obtain information
 - Obtains relevant information and supporting documentation
 - Plans for, and updates Person Centered Plans of Service (POS)
- Plans for, facilitates, develops, and continually updates Person Centered Plans of Service and Person-Centered POS Tools that document service needs for people eligible for Supports Planning services
 - Engages in person-centered planning process with people served
 - Develops and writes the POSs in collaboration with people served
 - Conducts POS preparations with people served
- Researches, identifies, refers, and coordinates resources and services to achieve the outcomes specified in the person's POS, and shares resources with other team members
 - Provides information, makes referrals, and assists people served
 - Assists people served with transitioning
 - Completes required paperwork and follows up for waivers
 - Identifies services and collaborates with providers for people served in institutional facilities to transition successfully into the community
- Monitors Person Centered Plans of Service (POS) and conducts follow-up activities
 - Conducts on-site visits to support and observe those served
 - Conducts timely visits and contacts as defined in regulations
 - Obtains information regarding progress toward goals
 - Identifies new medical and health services, and other personal needs
 - Completes the Reportable Events (RE) as defined in regulations
 - Applies or re-applies for necessary programs or services
 - Communicates with providers regarding resolution of concerns
 - Assists with provision of documentation to apply for medical assistance
- 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
- 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
- Nursing
- Counseling

Experience:

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

SCI does not sponsor for immigration, including for H-1B, TN, and other non-immigrant visas, for this role.

Service Coordination is an equal opportunity employer and committed to the full inclusion of all qualified individuals. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, disability, age, sexual orientation, gender identity, national origin, hair texture or protected hairstyle, veteran status, or genetic information. Service Coordination is also committed to providing equal opportunity and access to individuals with disabilities by ensuring reasonable accommodations are provided to participants in the job application or interview process. To request a reasonable accommodation, contact our People & Culture Team, at Talent@sc-inc.org.

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

In recognition of the continuing COVID-19 pandemic, Service Coordination Inc (SCI) is committed to maintaining a safe and healthy workplace. Because of this, SCI is requiring all new hires to be fully vaccinated. New hires will be required to provide proof of vaccination status as part of the onboarding process. SCI provides reasonable accommodations, absent undue hardship, for medical reasons under ADA and for employees with sincerely held religious beliefs, observances, or practices that conflict with getting vaccinated. You may request reasonable accommodation or other exemption to Stephanie Bidle at sbidle@sc-inc.org or 240-409-1873.

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