

****Looking for a job working in your community and advocating for those underserved individuals? See Below!!****

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!

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!

SCI Summary:

SCI supports people with disabilities, behavioral challenges, medically complex needs, transitioning youth, the elderly, and other populations using Maryland Department of Health's Targeted Case Management and Supports Planning work models as well as a concierge level geriatric care management and care partner model.

Job Summary:

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

- Establish positive working relationships through a solution-based approach with each person served, their team and additional external stakeholders
- Routinely explore options, areas of interest and preferences and growth opportunities for each person served
- Establish and monitor an annual Person-Centered Plan that identifies outcomes 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
- Meet state-mandated requirements for all duties of the Service Coordinator role
- Identify and secure ongoing support services and provide assistance to individuals with developmental disabilities
- Establish a Person-Centered Plan (PCP) for services, implements, and continuously monitors and evaluates the quality of the services provided
- Ensure that the services provided meet state-mandated standards.

Essential Duties:

1. Advocate on behalf of individuals, provide resource information, and educate them to become more self-determined.
 1. Provide education to individuals and their families
 2. Provide education on how to coordinate and advocate for services
 3. Encourage individuals to empower themselves and achieve optimal level of independence
 4. Educate individuals on the principles of self-determination
2. Collect information and documentation related to eligibility for DDA services and recommend eligibility and priority to DDA.
 1. Meet with individuals and/or family to obtain information
 2. Obtain relevant information and supporting documentation
 3. Complete a Comprehensive Assessment (CA)
 4. Plan for, and update Person Centered Plans (PCPs)
3. Plan for, facilitate, develop, and continually update Person Centered Plans (PCPs) that document service needs for individuals eligible for DDA services.
 1. Engage in person-centered planning process with individuals
 2. Develop and write the PCPs in collaboration with the individual
 3. Conduct PCP preparations with the individual
 4. Write the Self-Directed Plan
4. Research, identify, refer, and coordinate resources and services to achieve the outcomes specified in individual's PCPs, and share resources with other team members.
 1. Travel to meet with support staff
 2. Provide information, makes referrals, and assists individuals
 3. Assist individuals with transitioning
 4. Complete required paperwork and follows up for waivers
 5. Identify services and collaborate with providers for individuals in state facilities to transition successfully into the community
 6. Identify services and collaborate with providers to support those with forensic involvement
5. Monitor Person Centered Plans (PCP) and conduct follow-up activities?
 1. Conduct on-site visits to observe individuals
 2. Conduct timely visits and contacts as defined in regulations
 3. Obtain information regarding individuals' progress toward goals
 4. Submit the Recertification of Need (RECON)
 5. Identify new medical and health services, and other individual needs
 6. Submit recommendations for new DDA priority category
 7. Complete the Agency Investigation Report (AIR)

8. Apply or re-apply for necessary programs or services
 9. Communicate with provider regarding resolution of individual's concerns
 10. Oversee provision of documentation to apply for medical assistance
6. ?Adhere to SCI and policies and procedures.?
1. Meet performance utilization benchmark to ensure compliance with SCI standards
 2. Maintain individuals' HIPAA records in secure locations
 3. Utilize tracking and time management tools?

Required Competencies:

- Collaborates – Builds partnerships and works collaboratively with others to meet shared objectives
- Communicates Effectively – Develops and delivers multi-mode communications that convey a clear understanding of the unique needs of different audiences
- Customer Focus – Builds strong customer relationships and delivers customer-centric solutions
- Interpersonal Savvy – Relates openly and comfortably with diverse groups of people
- Instills Trust – Gains the confidence and trust of others through honesty, integrity, and authenticity
- Tech Savvy – Anticipates and adopts innovations in business-building digital and technology applications
- Ensures Accountability – Holds self and others accountable to meet commitments
- Values Differences – Recognizes the value that different perspectives and cultures bring to an organization
- Resourcefulness – Secures and deploys resources effectively and efficiently
- Situational Adaptability – Adapts approach and demeanor in real time to match the shifting demands of different situations
- Plans and Aligns – Plans and prioritizes work to meet commitments aligned with organizational goals

Education Requirements:

- A bachelor's degree from an accredited education program in a human services field; OR
- A bachelor's degree in a non-human services field, from an accredited education program, with two years of experience in a human services field

Experience Preferred:

- Experience working with people with developmental disabilities

Other Requirements:

- Must successfully pass Finger Printing & Background Check

Physical Demands:

Generally, presents standard office environment. Must be able to remain in a stationary >95% of the time. Continually operates a computer, keyboard and mouse, and other office productivity machinery, such as a calculator, copy machine, printer, and mobile Smartphone device. Constantly positions self to comfortably maintain computer equipment. May occasionally be required to move about in an office setting or position office equipment weighing between 10-25 pounds. Vision abilities required by this

job include close vision. Ability to operate a motor vehicle. The person in this position frequently communicates with other people. Must be able to exchange accurate information in these situations.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job. This job description is subject to change at any time.

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

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.