

Supervising Service Coordinator

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Location:	Hagerstown, Maryland
Department:	Current Opening
Posted:	01/24/2024
Location Name:	Washington County
Wage Max:	83,862.00
Wage Min:	76,064.00
Position Type:	Full Time

Position Title: Supervising Service Coordinator

Employment Status: Full-time

Reports to: Program Manager

Agency Division: CCS

FLSA Status: Exempt

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.

Position Summary: The Supervising Service Coordinator is a critical position that ensures services provided by each Service Coordinator is of the highest quality and that Service Coordinators are well supported to carry out their job responsibilities. This position supervises a designated number of Service Coordinators and utilizes a situational leadership approach to support and develop Team Members. This position is a member of the Leadership team, collaborating with other leaders, including members of the Senior Leadership team, to develop and implement innovative solutions that further our mission.

SCI Team Member Expectations: All SCI Team Members are expected to: Ensure services provided follow the organization's mission statement, core operating values and policies and procedures; follow HIPAA,

confidentiality and security procedures and principles; collaborate with peers, leadership, and support areas of the organization; actively participate in and contribute to leadership and other staff meetings and trainings; maintains compliance with federal, state, and local employment laws and regulations; follow self-direction and person-centered planning procedures and philosophy; and to foster a culture that values diversity.

Essential Duties:

- Manages Service Coordinators (SC) performance to ensure work meets quality person-centered Standards
- Ensures that SCs are using person centered practices and principles in all aspects of their role including language and actions with the people supported and external and internal Team Members
- Monitors Key Performance Indicators (KPIs)
- Completes required Comprehensive Quality Review (CQR) and monthly Quality Assurance Data for oversight and performance evaluations. Completes one full review for each SC supervised per month (CQR)
- Ensures Performance Utilization (PU) monthly benchmarks are met
- People and Culture - Conducts hiring interviews for vacant SC positions and uses the rating scale and interview scoring procedure to inform decisions. Informs People and Culture which job candidates will be extended an employment offer or placed in the queue
- Conducts 6-month and annual performance evaluations for new Team Members
- Conducts annual performance evaluations for SC Team Members over 1 year
- Utilizes situational leadership to develop Team Members knowledge and skills
- Takes disciplinary actions consistent with SCI policies and procedures to address performance concerns. Recommends to appropriate CCS Senior Vice President, Chief Program Officer, Program Manager, Team Member Experience Director, and EVP and Chief People and Culture Officer, termination of SCs when performance does not meet job expectations
- May provide support for a small number of people supported; providing necessary functions described in the SC job description
- Coordinates and assigns new Development Disabilities Administration (DDA) referrals, out of office transfer and reassignments to maximize SC Team Member's workload effectiveness
- Updates, tracks, and monitors assignments in the SC database and LTSS
- Records and maintains supervision records/tracking performance evaluations for developmental feedback and performance evaluations
- Reviews the Quality Assurance Data for compliance standards on a monthly basis, and follows supervisor procedures
- Participates in monthly organizational and program leadership meetings to stay informed of changes affecting policies, procedures and practices
- Actively participates in work groups and committees in accordance with SCI procedures
- Conducts and/or participates in ongoing meetings: Supervisor supervision, Program Manager Team meetings, monthly supervisory team meetings and monthly supervision meetings to stay informed of changes affecting processes, procedures and practices
- Communicates SCI philosophy to agencies, the people we support and their families and service providers
- Represents SCI in service provide negotiations, task forces and community education activities
- Speaks to community groups to explain and communicate SCI purposes, programs and policies

- Forms cooperative relationships with external stakeholders
- Participates on and organizes external tasks forces and work groups
- Supports SC training by reinforcing topics covered in New Team Member Training, reviewing SCI policies and procedures, coordinating shadowing opportunities, observing, identifying and delivering training based on strengths and areas in need of development
- Performs all duties as described and others as required, using the foundation of SCI philosophy and values

Supervisory Duties:

- Supervises a designated number of Service Coordinators?
- Supports service coordinators in the development and meeting of annual professional development goals
- Assists service coordinators with their daily responsibilities and provide procedure guidance as needed to aide in successfully fulfilling their job duties

Education:

- Bachelor's degree in human service field required. Master's degree in a human service field preferred
- Project Management and career development courses completed within the first 3- 6 months of Supervising Service Coordinator position start date

Experience:

- At least 3 years' case manager experience
- Have access to a reliable automobile for travel to visits, meetings, etc. and a valid driver's license
- Ability to work in a mobile environment
- Direct experience and ability in working with people who have disabilities, the elderly, those with behavioral challenges, those with medically complex needs, and other populations, and ability to advocate on their behalf

SCI Value Related Competencies:

- **People Come First** (Customer Focus): Thinks and acts with people we support in mind when making decisions. Dedicated to meeting the expectations and requirements of internal and external shareholders, uses information and feedback to improve services
- **Building Relationships and Connections:** Interpersonal savvy. Relates to all kinds of people. Builds appropriate rapport, uses diplomacy and tact, diffuses high-tension situations comfortably. Establishes and maintains meaningful connections within the community and the organization (internal and external stakeholders)
- **Education** (Informing Others): Quickly finds common ground to solve problems. Is seen as a cooperative team player. Provides coaching and mentoring to Team Members. Consistent

communicator, provides Team Members with the tools they need to perform their jobs in a timely manner. Explores all available options to make the best decision for internal and external holders

- **Diversity:** Values, appreciates and honors the ways in which cultural differences can create value in organizations. Is service oriented: Demonstrates a commitment to the philosophies for services and the goal of independence for the people we serve. Raises awareness in communities to appreciate the similarities and unique gifts of each person. Interacts with all kinds of Team Members equitably, deals effectively with all races, nationalities, cultures, disabilities, ages, and genders, supports equal and fair treatment and opportunity for all
- **Driving Solutions (Perseverance):** Pursues all initiatives with energy, drive, and the goal to succeed

Job-Specific Competencies:

- Directs Work – Providing direction, delegating, and removing obstacles to get work done
- Ensures Accountability – Holding self and others accountable to meet commitments
- Communicates Effectively – Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences
- Builds Effective Teams – Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals
- Manages Conflict – Handling conflict situations effectively, with a minimum of noise
- Drives Engagement – Creating a climate where people are motivated to do their best to help the organization achieve its objectives
- Action Oriented – Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm
- Drives Results – Consistently achieving results, even under tough circumstances
- Collaborates – Building partnerships and working collaboratively with others to meet shared objectives
- Instills Trust – Gaining the confidence and trust of others through honesty, integrity, and authenticity
- Situational Adaptability – Adapting approach and demeanor in real time to match the shifting demands of different situations

Pre-Requisites:

- N/A

Physical Demands: Generally, presents standard office environment. Must be able to remain in a stationary position >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.

IT Roles must be able to position self to maintain computers and equipment, including under desks and in server room(s). Frequently moves equipment weighing up to 50 pounds.

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 H1B, 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 on-boarding 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 Sonji Ashford at sashford@sc-inc.org.

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 Kathryn Eckert at kathryn.eckert@sc-inc.org or 410-218-5581.

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