

## JOB DESCRIPTION

### Position Overview

Position Title:	Service Coordinator	Date:	8-4-21
Department:	Clinical/Community Based		Y N
Position Location:	As designated	Budgetary responsibilities:	<input type="radio"/> <input checked="" type="radio"/>
Position reports to:	Director of Clinical Services or Direct or Long Term Services	Supervisory responsibilities:	<input checked="" type="radio"/> <input type="radio"/>
# EE'S:			

### Position Details

- |  |                                 |   |
|--|---------------------------------|---|
| <input checked="" type="radio"/> Full Time | <input type="radio"/> Temporary | <input checked="" type="radio"/> Exempt |
| <input type="radio"/> Part Time            | <input type="radio"/> Intern    | <input type="radio"/> Non-Exempt        |

#### Summary:

The Service Coordinator provides oversight, leadership, and accountability for the designated program. The primary role is providing active programming to the individual and supervises the staff.

#### Essential Responsibilities:

##### Direct Support

- Directly assist individual by implementing his/her Service Plan.
- Provide and model effective direct support to the individual in achieving his/her needs, wants, and desires.
- Assist individual with daily living activities (includes, but limited to, meal planning, cooking, cleaning, interpersonal skill, hygiene, community integration, & medications).
- Complete menus/meal planning based on consumer input and dietician recommendation.
- Complete monthly activity calendar based on client and reviews calendar weekly.
- Budget weekly with each individual based on individual input and consumer needs.
- Accurately record financial data for individuals (individual financial records/accounts/funds are accurate, and receipts & adequate documentation is obtained and organized).
- Communicate effectively.
- Provide necessary follow-up to address individual needs and concerns.
- Take necessary action to promote individual's health, safety, and welfare (including physical environment of the home meets consumer needs).
- Identify and advocate for necessary resource to meet individual's needs and desires.

- Provide transportation for individuals as necessary (requires use of personal vehicle at times).
- Demonstrate willingness and flexibility in meeting individual, family, and agency needs.

### **Program Planning and Monitoring**

- Attend and participate in individual interdisciplinary team (IDT) meetings.
- Complete pre-IDT and post-IDT meeting documentation.
- Complete assessment of individual's strengths and barriers (at least annually and as needed).
- Complete Social History and update at least annually.
- Create Service Plan based on individual's needs and desires as discussed at IDT meeting.
- Ensure Service Plan is implemented.
- Assess and document progress of Service Plan.
- Complete Monthly Progress Notes.
- Review service documentation to ensure meets organizational standards and applicable laws and regulations.
- Ensure all paperwork completed by set due dates.
- Complete Behavior Intervention Plans as needed, ensuring necessary follow-up is completed and documented.
- Complete program scheduling to ensure effective and efficient utilization of units of service to meet organizational standards and goals.
- Communicate programming assessments(s) and needs to Department Supervisor on an on-going basis and provide necessary follow-up.
- Keep accurate and up-to-date records.
- Ensure individual files are up-to-date, complete, and organized.
- Record and report data appropriately and factually.
- Complete and review all incident report to ensure meets organizational standards and applicable laws & regulations.
- Communicate incident reports to necessary contacts based on organizational standards and applicable laws & regulations.
- Schedule medical/psychiatric appointments. Attend appointments, as needed.
- Complete appointments consultation forms prior to appointment to communicate relevant needs of individual to physician/psychiatrist.
- Communicate medical information needed for staff to work effectively with individual
- Order individual medications on timely basis.
- Update Medication Administration Records as necessary and timely.
- Communicate Medication Administration Records changes to necessary team members.
- Review Medication Administration Records on weekly basis to ensure complete and accurate.
- Monitor maintenance issues at least weekly, communicate issues to direct supervisor, and take necessary action.
- Ensure all necessary household supplies and food purchased.

- Participate in licensing reviews and audits as assigned.
- Provide psychosocial educational rehabilitation in both individual and group settings.

### **Supervision**

- On-call rotation
  - Expected to carry on-call phone at all times during scheduled on-call responsibilities.
  - Need to be within close proximity of all sites in to respond as needed.
- Provide ongoing direction and support to staff to ensure proper and consistent consumer care and programming.
- Assist in crisis intervention.
- Maintain staff schedules, addressing Paid Time Off (PTO) requests based on consumer and organizational needs/standards.
- Complete staff orientation and on-the-job training.
- Develop and provide ongoing training.
- Document training and provide to Training & Development Specialist for personnel files.
- Review and approves time cards and paid time off to ensure accuracy.
- Complete necessary disciplinary actions with guidance of Department Supervisor.
- Coordinate and facilitate staff meetings.

### **Key Competencies:**

- Strong communication and interpersonal skills.
- Excellent organization and time management skills.
- Ability to utilize electronic documentation.
- Ability to work independently and with a team.

### **General Expectations for all employees:**

- Knowledge of and adherence to the organization's philosophy, policies and procedures.
- Follow all licensing rules and regulations as set forth by the State of Iowa and regulated by the Iowa Department of Inspections and Appeals, Department of Human Services, as well as all other external regulatory requirements.
- Knowledge of HCBS services & mental health disorders.
- Maintain professionalism in appearance and attitude with administration, employees and clients.
- Be honest, cordial, dependable, confidential and flexible to positively represent the organization.
- Continuously exercise good judgment and desire to learn new skills.
- Participate in continuing education programs and attend all required in-service trainings.
- Keep supervisor appropriately informed of all matters that require their attention.
- No history of adult/child abuse.
- Prepared to perform Crisis Prevention Intervention techniques when necessary.
- Free of chemical dependency and communicable diseases per IAC57.

- Complete and maintain dependent adult and child abuse training and adhere to the reporting requirements.
- Valid driver's license and insurability by Inspiring Lives/ PVM
- Attend all mandatory trainings.
- Perform other duties as assigned.

**Qualifications:**

- Required Bachelor's in Human Services or related degree, with at least 1 year experience working within the Human Service field; or an Associate's degree in Human Service field, with at least 3 years experience working within Human Service field; or 5 years related experience working in the Human Service field.
- Earn CMA within first year in role.

**Physical Requirements:**

- Ability to lift and carry at least 25 lbs ≤ 25% of shift.
- Ability to coordinate repetitive use and movement of arms and hands ≥ 75% of shift.
- Ability to sit for long periods of time ≥ 75% of shift.
- Ability to stand, stoop, kneel, bend, squat ≤ 25% of shift.
- Lifting Requirements: exerting up to 50 pounds occasionally, 25 pounds of force frequently, and/or negligible amount of force consistently to move objects.

I have reviewed the expectations of this position and have checked the following, which best describes my ability to perform the requirements of the job:

- ☐ I can perform them.
- ☐ I can perform then but will require certain job modifications.
- ☐ I am uncertain whether I can perform them.
- ☐ I am unable to perform them.

I understand the details provided herein are intended to describe the general nature of work being performed. This is not intended to be an exhaustive list of all responsibilities, duties and skills required. I have read the job description and been provided with sufficient opportunity to ask questions and received additional information regarding this position.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_