

## **Adult Custom Services Service Coordinator-Hybrid**

**Position Summary:** This program offers adults with intellectual and development disabilities (21 years & older) and their allies, the opportunity to design and manage the supports and services which are meaningful to them specifically. You would provide guidance and direction for participating families by assisting in the development of annual service agreements and allocated budgets; supporting and referring families to the resources they need. This posting is not inclusive of all responsibilities and requirements.

### **Essential Job Functions:**

#### Service Coordination

- Maintain a caseload of participating families; provide exemplary customer service to all participants
- Explain roles and responsibilities to participants and their allies
- Assist participants in development of their annual service agreement and allocated budget
- Support participants and families in finding resources and negotiating rate of service
- Coordinate resources to provide training to participants as needed in areas such as developing, monitoring, and spending their allocated budget
- Monitor service agreement plans for success and assist in revisions, as needed
- Contact participants monthly at a minimum; conduct face to face home visits annually

#### Advocacy

- Advocate on behalf of the individual
- Report any human rights violations or service concerns
- Promote and protect individuals' rights

### **Qualifications, Education and Experience:**

- Education in related fields such as Social Work, Human Services, Psychology, Family Studies, or Business Administration
- Experience working with families and/or children or adults in an educational, health care or social service capacity strongly desired
- Strong interpersonal and independent professional skills, such as organizational, time management and problem solving
- Facilitative skills for group and project management
- Strong written & verbal skills are a must
- Must have reliable transportation, valid driver's license, and applicable vehicle insurance for business travel
- Experience with Microsoft Office programs, Excel proficient, basic operational financial literacy