

## **Adult Service Coordinator-Hybrid**

**Position Summary:** To provide exemplary customer service through offering support and resources to adults who meet the eligibility based on diagnosis of intellectual disability, developmental delay, or acquired brain disorder through service coordination, resource referral, advocacy, and quality assurance.

### **Essential Job Functions:**

#### Service Coordination

- Facilitate the annual service planning process and team meetings, as well as participation and potential facilitation of multi-disciplinary teams
- Provide assistance for individuals to access support services dependent on their needs (i.e., residential/vocational, medical, dental, psychological services, adaptive equipment, etc.)
- Information and referral to generic community supports
- Facilitate communication and maintain effective professional relationships with the team
- Maintain a working knowledge of and adhere to all applicable state and federal program regulations
- Identify and access needed funding for services
- Exercise discretion and independent judgment regarding development and monitoring of all services
- Manage Assistance to Individuals funds
- Aid to access support services dependent on need (i.e., residential/vocational, medical, dental, psychological services, adaptive equipment, etc.)
- Negotiate service contracts with responding vendors and acquire services that are quality and value based. Ensure that the services negotiated are being provided in an appropriate manner
- Documentation/paperwork compliance; Prepare and maintain continuity of documentation throughout the client record as well as associated forms, applications, etc.

#### Advocacy

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

#### Quality Assurance

- Assure that services and supports agreed upon during the annual planning meeting are being provided in a satisfactory and timely manner
- Exercise discretion and independent judgment regarding development and monitoring of all services
- Must possess skill in tracking expenses and be able to negotiate services for the client that would be the most appropriate and cost effective while continually evaluating the quality of services delivered.
- Ensure individuals/guardians satisfaction with services through monthly contacts and satisfaction surveys
- Develop proactive crisis planning and monitor events for positive responses being mindful of cost and efficiency throughout the process
- File review-self regulate client files per state regulations and compliance measures

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

- Bachelor's degree preferred in related field; or equivalent combination of education and/or experience.
- Prior casework or related experience with people who have developmental disabilities and their families.
- Strong belief in provision of community services for people with developmental disabilities.
- Ability to function as a member of a team and be a team builder.
- Technical competence (Proficient in MS Office applications; word processing and spread sheet (Word/Excel) - Relational data base knowledge a plus
- Ability to work effectively with individuals with developmental disabilities and ability to advocate and help them advocate on their behalf
- Effective interpersonal and communication skills
- Good organizational/time management skills
- Knowledge of Gateways Community Services, Greater Nashua community and available resources
- Valid driver's license and applicable vehicle insurance for business travel.