

In Home Support Service Coordinator-Hybrid

Position Summary: Our Service Coordinators assist clients and their families to access funding for needed services, collaborate to develop service agreements, and ensure their implementation, help interpret and meet mandatory state regulations to ensure continuity of care, and seek out and guide clients to resources that will help them live a safe, healthy, and meaningful life.

Essential Job Functions:

- Assist participants to develop the Service Agreement and Individual Budget annually
- Support consumer, guardian and/or families in finding resources and negotiating rates (Educate individuals/ their family regarding community options, Medicaid, Social Security, vendors, IEP process etc.). Includes active listening and supportive networking to meet needs.
- Submit Service Agreement and budget for annual review to Manager of Operational Implementation, who will review and approve or submit to Bureau of Developmental Services (BDS) for approval, as appropriate
- Utilize caseload management software, Harmony to document monthly contact, supports provided and all billable services provided to the individual in services, per the training provided by Harmony Support team and Manager of Information Technology
- Coordinate resources to provide participants training as needed in areas including but not limited to developing, monitoring, and spending their allocated budget on goods and services, managing their monthly reporting in the Gateways MyCDS portal, recruiting Family Managed Employees, developing, and tracking progress on their service agreement goal
- Support the participant's use of MyCDS portal for monthly reporting and submission of invoices/payment claims
- Guide the participants in completing their attendance and monthly update; review and approve or reject, as appropriate the monthly update and attendance, monthly
- Assist participants in making changes to Service Agreement within the allocated budget, communicate with Manager of Operational Implementation and Senior Director of Child and Family Services for additional or changing needs on behalf of the participant
- Work with participants to review his/her budget on a monthly basis to support families with spending and budgeting
- Process participant's requests for home modifications, adaptive equipment, and assistive technology, as needed and in compliance with the current IHS Considerations and waiver specifications
- Maintain documentation of supports and services and participant's satisfaction with these supports
- Document contact with participant at minimum of monthly and conduct a face-to-face visit in the home annually or as needed in accordance with He-M 524 regulations to develop, implement, and monitor service agreement and budget
- Monitor the Service Agreement's implementation and assist in revisions/amendments, as needed
- Work with other Gateways staff across various departments to facilitate reimbursements, claims processing, and payroll functions
- Adhere to Gateways Community Services Customer Service Pledge by responding to all participant inquiries within 48 hours via phone or email, correspondence, or in-person, as appropriate
- Administer the HRST assessment tool, annually or monthly as the participant requests
- Assist with coordination and participate in the Support Intensity Scale.
- Support youth and their families ages 14-21 with transition planning activities related to transition to adult services
- Coordinate and facilitate team meetings for participants, as needed.
- Support families to attend and actively participate in their child's IEP meetings
- Collaborate with internal and external stakeholders to ensure quality services are received by each participant/family on caseload
- Participate in weekly or bi-weekly supervision with Manager of Operational Implementation, as appropriate and reports status, concerns and ask any questions to facilitate ongoing performance of job duties

Qualifications, Education and Experience:

- Associate degree or higher
- Excellent verbal and written communication skills and professional demeanor with a high level of discretion and understanding of HIPAA laws
- Exceptional time management and organizational skills
- Ability to create trusting, positive relationships with families who are experiencing challenges
- Familiarity with budget basics
- Comfort working independently in a hybrid/remote work environment, a reliable internet connection and transportation.
- Possess reliable internet access to provide service coordination to individuals from a remote (non-Gateways) location

- Detail orientated with strong organizational, telephone and interpersonal skills, good time management and problem-solving skills and strong independent work skills
- Proficient in Microsoft Windows environment including working knowledge of Word, Excel, Outlook along with relational data base knowledge (Microsoft Access and/or Harmony preferred)
- Ability to work flexible hours, evenings, or weekends
- Possess reliable transportation, valid drivers' license, and applicable vehicle insurance for business travel.
- Fully vaccinated