

ESS Service Coordinator

Department: Early Supports and Services

Full Time 40 hours/week

Work Location: Hybrid/144 Canal Street

Reports to: Lead ESS Service Coordinator

POSITION SUMMARY:

Work under the direction of the Lead ESS Service Coordinator to provide service coordination and quality assurance activities per state ESS He-M 510 regulations. Complete intakes for families applying for services and service coordination for all assigned cases. Work collaboratively with interventionists providing services to families. Provide information and referral to all assigned families. Work will be center-based or in-home, as assigned.

ESSENTIAL JOB FUNCTIONS

SERVICE COORDINATION

- Responsible for providing service coordination services to assigned children and their families enrolled in Early Supports and Services, including but not limited to: completion of initial intakes with families seeking services, the coordination, completion and implementation of required developmental evaluations with appropriate team, the monitoring of all compliance indicators in accordance with New Hampshire ESS regulations; HeM-510, while maintaining a minimum of monthly communication with each family, according to their individual needs.
- Maintain and complete all needed processes, documentation, and reviews for assigned case load, including finalizing Individual Family Services Plans (IFSPs), with family and service providers, completing IFSP addendums, IFSP meetings; including 6-month reviews, transition planning meetings, etc., are held in a timely fashion per He-M 510
- Attend school meetings with families as needed throughout transition process.
- Facilitate completion of 503 paperwork for families who request eligibility determination for Gateways services over the age of three.
- Ensure compliance and proper documentation in charts and ESS database; NHLeads
- Ensure services provided meet or exceed NH regulations.
- Provide assistance, as needed, to therapeutic service providers processing documentation and accessing needed resources for families.
- Assist in the implementation of ESS in the region, encouraging families to maintain maximum control.
- Assist family in identifying unmet needs and provide support on how/where to obtain resources needed.
- Identify and communicate to ESS Director any unmet needs for children and families in the context of the ESS mission.
- Facilitate exit process in collaboration with primary therapist; complete Child Outcome Summary Forms, finalize transition plan as appropriate and complete exit summary.
- Review each child's chart and NHLeads for compliance prior to case closure.

SERVICE DELIVERY

- Facilitate the provision of transdisciplinary ESS as service coordinator as assigned, according to He-M 510 regulations. Services to be provided include developmentally appropriate and family-centered interventions to maximize the developmental progress of eligible children as well as service coordination as detailed above.

QUALIFICATIONS, EDUCATION AND EXPERIENCE:

- Bachelor's degree in Human Services, or related to the fields of education, communication, and child development preferred
- Three (3) years of advanced coordination work in healthcare, social or human services preferred
- Early Intervention Specialist certification desirable
- Knowledgeable of NH Early Supports & Service Standards, and applicable federal laws.
- Ability to collaborate with transdisciplinary teams
- Proficient in Microsoft Windows environment including working knowledge of Word, Excel, Outlook as needed relational data base knowledge (NHLeads and/or Harmony preferred)
- Strong communication skills: manage difficult client/employee situations, responds promptly to client/employee needs, and responds to requests for service and assistance and meets commitments.
- Demonstrated excellent organizational, time management and customer service skills
- Possess reliable transportation, valid drivers' license, and applicable vehicle insurance for business travel.
- Possess reliable cell phone and internet access to provide case management to individuals from a remote (non-Gateways) location