

## **Clinical Service Coordinator**

This is a full-time hybrid position.

**POSITION SUMMARY:** You will be the point person as case manager to individuals ages 21 and over with complex needs, who present with an Intellectual/Developmental Disability, Acquired Brain Disorder, or Autism Spectrum Disorder. **Clinical Services are intended for individuals whose needs are in the areas of Improved Healthcare Coordination, Behavioral and Mental Health, and Risk Management.**

### **ESSENTIAL JOB FUNCTIONS:**

- Assist with referral for consultation and treatment as needed.
- Establish working relationships with local and state mental health treatment programs. Assist individuals, families, and staff to access these programs.
- Assist individuals, families and staff with intake, continuity of care, sharing of evaluations and ensuring recommendations are followed through, disposition and treatment plans with team members attending appointments.
- Participate in liaison in the mental health partnership with Community Partners.
- Provide individual, family, team, and systemic clinical insights.

### **SERVICE COORDINATION FUNCTIONS:**

- Advocate for the needs of the individual to include promoting and protecting individual rights; report any human rights violations or service concerns.
- Assist with referrals for consultation and treatment as needed.
- Provide assistance for individuals to access support services dependent upon their needs (i.e., residential /vocational, medical, dental, psychological services, adaptive equipment, community resources, etc.).
- Maintain a working knowledge and adhere to all applicable state and federal program regulations.
- Identify and advocate needed funding for services.
- Access assistance to individual's funds for clients who have specific needs which they cannot afford on their own.
- Use and maintain the Monthly Compliance Checklist to track and document core requirements per He-M 503.
- Complete required documentation and reporting using department tools and metrics.

- Complete monthly Activity Exception Report from relational database to ensure quality work.
- Follow the Guidelines for 503 that reflect the state mandated requirements for individuals under the He-M503 regulations.

**QUALIFICATIONS:**

- Bachelor's degree in related field preferred or equivalent professional and educational experience
- Minimum of two years' experience as service coordinator/case manager or equivalent.
- Ability to work with complex systems and interest in the population is essential.
- Independent and organized work skills along with communication and writing skills are important.
- Experience working in a clinical capacity with individuals and families is preferred.
- Familiarity with cognitive and functional assessment tools a plus.
- Knowledge of service system and community resources.
- Proficiency in MS Office applications with solid organizational and time management skills.
- Possess reliable transportation, valid driver's license, and applicable vehicle insurance for business travel.