

Children's Bilingual Service Coordinator

Full time Hybrid, 40 hours, non-exempt

Summary: In this role, you will help children who have developmental disabilities or chronic illness through service coordination using translation services, as needed, advocacy and quality assurance in our Family Support program. Responsible for evaluating and determining participants' needs for services for individual with intellectual/developmental disabilities. Focus in the areas of high school transition, advocacy, and community-based services with participants and their families.

Essential Job Functions:

A. Minority Outreach Initiative Activities

Provide leadership and technical coordination to agency personnel in assisting consumers of minority ethnicity.

Build relationships with established service providers to encourage minority access.

Coordinate and negotiate service delivery initiatives, policies, and procedures, including service coordination with other agencies to maximize state resources and to increase availability of services to individuals of minority populations.

Develop partnerships with community organizations to support the needs of individuals with DD/ Chronic Illness who are of minority ethnicity, including access to education, housing, social services, health services, mental health, and translation services.

B. Service Coordination

Provide case management to children and their families 3-21 years of age to assigned caseload including individuals in Partners in Health, In Home Supports, and Family Support to families of minority populations and other populations.

Assist the individual and family to apply and access state and federal benefits.

Assist the individual and family to explore, identify, and transition to long term models of service.

Use the empowerment model to assist individuals and families to direct services and advocate for needs.

Develop resources and relationships with community partners including school districts, mental health agencies, social service agencies, and employment specialists.

Participate in meetings that impact the individual including Individual Educational Planning meetings, court appointments, medical appointments, and/or housing meetings.

Facilitate person centered planning sessions with individuals and families.

Help individuals to access support services dependent upon their needs i.e., residential/vocational, medical, dental, psychological services, adaptive equipment, and home modifications.

Facilitate communication and maintain effective professional relationships with all members of the team.

Identify and access needed funding and resources for services.

Participate in the emergency on-call rotation.

Documentation paperwork; Prepare and maintain continuity of documentation throughout the client record as well as associated forms and applications.

Maintain a working knowledge and adhere to all applicable state and federal program regulations and agency policies.

Attend, educate, and empower families to engage with community service providers at meetings and opportunities to advocate.

Develop and monitor service agreements and the provision of those services for individuals in all three programs, Family Support, In Home Supports, and Partners In Health.

Qualifications:

Bilingual in Spanish and English required.

Bachelor's degree preferred in related field.

Prior case work or related experience with children who have developmental disabilities and chronic illness.

Demonstrated ability to work effectively with minority populations and individuals with developmental disabilities/ chronic illness and their families.

Knowledge of family system theory and empowerment models.

Proficient in Microsoft Windows XP environment including working knowledge of Word, Excel, Outlook along with relational data base knowledge (Microsoft Access and/or Harmony preferred)

Possess reliable transportation, valid drivers' license, and applicable vehicle insurance for business travel.

Possess reliable cell phone and internet access from a remote (non-Gateways) location.