

GATEWAYS COMMUNITY SERVICES
JOB DESCRIPTION

POSITION: **Service Coordinator**
DEPARTMENT: Adult Services / Service Coordination
FLSA CLASSIFICATION: Non-Exempt
REPORTS TO: Service Coordination Supervisor

POSITION SUMMARY:

To provide exemplary customer service to individuals served through facilitating person-centered service planning to reflect needed services and supports. Provide coordination of services, resource referral, advocacy, and quality assurance.

Essential Job Functions

Service Coordination

- Person-Centered Planning (PCP), use an individualized approach to planning services and supports to help a person achieve their goals, get the life they want for themselves, and help them reach their vision of a good life. PCP places the person at the center of the planning process as the expert of their life, interests, and talents. Empower individuals to have a voice in the planning process and actively shape their futures.
- Facilitate the annual service planning process and team meetings, as well as participation and potential facilitation of multi-disciplinary teams.
- Aid to access support services dependent on need e.g., residential/vocational, medical, dental, psychological services, and/or adaptive equipment.
- Documentation/paperwork compliance; Prepare and maintain continuity of documentation throughout the client record as well as associated forms, applications, etc.
- Information and referral to access generic and specialized community resources.
- 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 through service agreement planning, identifying, facilitating the process to advocate for needed services.
- Exercise discretion and judgment to development and monitor services to ensure clinically and fiscally responsible programs and treatment.
- Negotiate service contracts with responding vendors and acquire services that are quality and value based. Ensure that the services negotiated are being provided in a clinically and fiscally responsible manner.

Advocacy

- Advocate on behalf of the individual
- Report any human right violations or service concerns as a mandatory reporter.
- 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 negotiating services for the client that would be the most appropriate and least restrictive while continually evaluating the quality of services delivered.
- Ensure individuals/guardians satisfaction with services through monthly contacts and quarterly or annual 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.

Other Responsibilities

- Monitor services for safety, quality, and satisfaction.
- Utilize funded community-based organizations and resources to reduce costs and bolster client supports. Utilize community resources as needed to provide a continuum of care.
- Work collaboratively with other staff/departments and programs – be responsive and respectful of agency staff across departments.
- Never hold up the work of others; communication is key.
- Attend agency and departmental staff meetings.
- Participate in internal and community committees/groups as assigned.
- Contribute to the development of healthy team relationships and departmental atmosphere.
- Emergency on-call rotation
- Responsible for promoting health & safety within organization as defined by Safety Committee/Company policy.
- Promote & work towards meeting agency goals and objectives as defined in the strategic plan.
- Compliance with all Gateways Community Services policies and procedures
- Complete all necessary required trainings and continue to attend training.

Qualifications

- Bachelor's Degree preferred in related field.
- Prior casework or related experience with ID/DD population and their families
- Strong belief in provision of community services for population served.
- 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 drivers' license and applicable vehicle insurance for business travel