



Job Description

TITLE: Service Coordinator

REPORTS TO: Program Manager

General Statement of Duties: Under direction of the Program Manager, the Service Coordinator will participate in the assessment of the needs of consumers who are developmentally disabled. As facilitator of the Interdisciplinary (ID) team, the Service Coordinator will develop, implement, and coordinate a program plan for each consumer. The Service Coordinator will project and advocate the legal, civil, and service rights of consumers who are developmentally disabled, and perform related work as required.

Working Condition and Physical Requirement:

- The majority of duties are performed in the office and out in the community.
- Must have reliable transportation and be able to travel locally and out of town regularly.
- The ability to sit at a work station for up to 5 hours at a time.
- Frequent standing and walking throughout offices, service provider facilities and other agencies.
- Adequate manual dexterity and coordination to operate standard office equipment (i.e. computer, telephone, fax machine, etc.)
- The ability to read, write and comprehend large amounts of written material such as reports and regulations, use the telephone, and communicate via electronic mail is required on a daily basis.
- Excellent oral and written skills are essential.
- The ability to lift, push and pull up to 25 pounds.

Key Responsibilities – Essential Functions

1. Assess, monitor, coordinate and implement IPP/IFSP through the ID Team process. Schedule and facilitate annual reviews, quarterly reviews, wellness review examinations, clinical consultations, and ID/IFSP Team meetings as required.
2. Completion of case documentation and procedures, including Confidential Summary, Purchase of Service (POS), Individual Program Plans (IPP), Consumer Development Evaluation Reports (CDER), Quarterly Progress Reports (QPR), Facility Liaison Consumer QA reports, Life Quality Assessments, Title XIX, court reports, Medicaid Waiver, and other correspondence and documentation as required.
3. Provide advocacy, education, crisis, intervention, and other support for families and consumers. Serve as liaison to care homes, day programs, supported living agencies, schools, and other community agencies or service providers as designated.

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4. Collect, synthesize, and report consumer statistical data as requested, including state surveys, internal surveys, and community agency surveys.
5. Participate on internal and external committees for purposes including public education, improving internal agency functions and promoting positive communication with external agencies.
6. Participate in in-service and out-service training to increase knowledge and skills in the field of developmental services and other related areas.
7. Serve as Officer of the Day (OD) and on After Hours Response System (AHRS) as assigned. AHRS is voluntary.
8. Complete all required non-consumer related documentation, including travel forms, time sheets, monthly activity forms, and other forms.
9. Perform other non-management duties as assigned.

Supervision Responsibility

Direct Reports: None

Indirect Reports: None

Minimum Position Requirements: Bachelor's degree in Human Services or related field and one (1) year related experience, OR Bachelor's degree in a non-human service related field and three (3) years experience providing training or direct services to persons with developmental disabilities in a setting such as day program, special education, or residential setting OR RN License and two (2) years related experience. All driving positions are required to meet our driver acceptability criteria.