

# **SOUTHWEST IOWA MHDS REGION**

## **JOB DESCRIPTION**

**POSITION TITLE:** Service Coordinator

**REPORTS TO:** Disability Services Director

**LAST REVISED:** September 28, 2018

**PURPOSE OF POSITION:** Responsible for facilitating, coordinating, and monitoring services provided to persons with mental illness, intellectual disabilities, and developmental disabilities, and to identify service needs and apply for all needed resources.

### **ESSENTIAL FUNCTIONS:**

Gathers and evaluates psychological, medical, vocational, and other assessment information in developing and providing a service plan and to determine whether required services currently exist.

Assists individuals in utilizing and/or applying for services provided through various state and federal agencies and local service providers.

Facilitates and identifies additional assessments necessary for the benefit of the individual.

Schedules and leads interdisciplinary team meetings, including the development of service plans, coordinates attendance of all persons and significant others involved with individual, and determines whether the goals of the service plan are being met and revised accordingly.

Coordinates with Case Management and Integrated Health Home agencies in transferring individuals who become eligible for those Medicaid services and sharing knowledge that will benefit continued coordination of services.

Travels throughout the region to individual's residences, interdisciplinary staffing meetings to obtain information, interview individuals, and evaluate services.

Networks and coordinates with services and community providers of resources available and assists individuals in accessing them.

### **ESSENTIAL FUNCTIONS: (Continued)**

Assists in determining eligibility for services by completion of an application and researching any additional information which may be needed in order to present complete and accurate information to the Coordination Manager.

Remains knowledgeable of community resources such as support groups, food pantries, mental health treatment providers, transportation, and financial assistance.

Evaluates efficiency and effectiveness of service providers on an ongoing basis to ensure individuals are receiving quality care.

Acts as an advocate for the needs, rights, and interests of individuals.

Maintains current knowledge of research and information pertaining to legal and other various issues dealing with mental disabilities.

Utilizes computer and word processing software in preparing reports, correspondence, and progress notes on individuals.

Completes all paperwork and maintains accurate and confidential records pertaining to the position, such as social history, care plans, applications for services, and releases of information within the Community Services Network (CSN) database.

Works with District court and court appointed personnel in legal matters in such areas as civil commitments.

### **MARGINAL FUNCTIONS:**

Answers the telephone and greets consumers and visitors.

Performs other duties as directed or as the situation dictates.

### **ESSENTIAL KNOWLEDGE, EXPERIENCE, AND ABILITY:**

Knowledge of State and Federal laws and regulations pertaining to Mental Health concerns, benefits, programs, and services.

Knowledge of programs and benefits available to persons with disabilities (i.e., schools, residential programs, vocational programs, housing) Department of Human Services programs, Home and Community Based, and how to access these programs.

## **ESSENTIAL KNOWLEDGE, EXPERIENCE, AND ABILITY: (Continued)**

Knowledge of the legal residency process and how to determine such.

Skill in working with persons with various disabilities, such as intellectual disabilities, mental illness, and developmental disabilities.

Skill and ability to operate standard office equipment.

Skill in utilizing computers, word processing and spreadsheet software, and databases to perform input and retrieval functions to include Microsoft Word, Excel, and the Community Services Network (CSN). Ability to learn Access and computer programs generated for the Region.

Ability to quickly analyze, retain composure, and utilize sound independent judgment and actions in stressful and emergency situations, occasionally with violent or hostile consumers.

Ability to apply proper grammar, spelling, and punctuation in preparing written work.

Ability to read and interpret medical and psychological reports and apply common sense understanding to carry out instructions furnished in written and oral form.

Ability to set reasonable goals with individuals and follow through to determine if goals/plans are being met.

Ability to communicate, present information, establish and maintain working relationships, and respond to questions from supervisors, co-workers, individuals and families served, and individuals from other regions or outside agencies.

Ability to work independently, prioritize work, meet deadlines, make decisions, and solve practical problems dealing with a variety of concrete variables in situations where only limited standardization exists.

Ability to lift, transfer, or assist disabled consumers while applying proper safety techniques.

Ability to type accurately using a word processor or personal computer.

Ability to compile, maintain, and submit required reports, records, and forms accurately and in a timely manner.

Ability to maintain an accurate and confidential system of communications, documents, and correspondence relating to consumers.

### **ESSENTIAL EDUCATION, CERTIFICATION, AND/OR LICENSES:**

Must possess a Bachelor's degree in human services, psychology, social work, sociology, or a related field, OR a Bachelor's degree with 30 credit hours in a human service field and one-year experience working with the developmentally disabled, intellectually disabled and mentally ill.

Must possess a valid driver's license at the time of hire and maintain it while employed.

Must attend training to maintain licensing (if applicable), Mandatory Abuse Reporting, and continuing education requirements.

### **ESSENTIAL PHYSICAL DEMANDS AND TYPICAL WORKING CONDITIONS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Regular and punctual attendance at the assigned work location is an essential function.

Work is generally performed indoors and requires some physical activity, including extended periods of sitting or standing; walking, kneeling, bending, crouching, reaching, stooping and climbing. An incumbent must have the ability to transport themselves to and from various meetings, consumer residences, and other relevant appointments and to various locations throughout the Courthouse.

Duties also require the ability to tolerate an indoor work environment that includes contact with or exposure to dirt, dust, dampness and any other situation which may present itself in a patient home environment. An incumbent must have the ability to frequently push, pull and/or carry supplies and other materials weighing up to 10 lbs., and to occasionally push, pull and/or carry supplies and other materials weighing up to 25 lbs.

An incumbent must also possess the hand-eye coordination and manual dexterity to use hands and arms to reach, finger, handle, grasp and feel; climb in and out of vehicles; and operate personal computers, vehicles, standard office equipment and any other equipment that is used to perform the essential functions of the job.

Work hours may occasionally be required before or after business hours. Noise level is usually moderate, however, may be loud at times dealing with consumers. Vision abilities, correctable to normal ranges, include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus. Communication abilities include the ability to talk and hear within normal ranges.

Work duties require a great deal of interaction with persons with disabilities and may be stressful when working in tense situations or under deadlines. Additionally, the possibility of bodily harm is present when working with individuals.