

Services Coordinator

Functional Role: The Services Coordinator position works closely with and under the direction of the Regional Manager, or in the Sitka Region, one of the two Assistant Regional Managers.

This position is responsible to assist with various aspects of programs operated by the agency. In each Regional Office of the Agency, the Regional Manager (RM) or, as applicable, the Assistant Regional Manager, may delegate various duties listed in this job description to one or more Service Coordinators (or, except for supervisory duties, to Administrative Assistants.

This position is also responsible to supervise all direct service workers assigned to the programs to the programs under the responsibility of this position, including workers in the positions of personal care worker, chore worker, respite worker, or training specialist.

If this position supervises a Service Coordinator, then the Service Coordinator may be assigned to be the first level supervisor of some or all direct service workers in the applicable program, and the Assistant Regional Manager would then be the higher level direct supervisor, with final decision making power on hiring, discipline, and evaluations.

The delegated duties of the Services Coordinator may include, but are not limited to the duty to:

- a. Provide going supervision for direct service workers, being the first level direct supervisor, with the ultimate level of full supervisory authority being reserved to the RM or ARM.
- b. Schedule all direct service workers for services with clients or required training.
- c. Oversee the payroll process for direct service workers of all categories assigned under this position. This includes review, verification, and digital entry of timesheets, client service records, and direct service staff notes. The process requires checks for overlaps, and review of actual times worked and services provided as compared to original schedule. Ensure timely and accurate submission of all timesheets and records to Central Office.
- d. Assist with the interviewing, selection, and process for hire of various direct service workers to assign to the appropriate program. (Best practice requires that if a Services Coordinator will have front line/daily scheduling, training, or supervision of direct service workers, that they should be included in applicant interviews and their recommendations seriously considered by the RM or ARM.).
- e. Conduct some or all of initial orientation and training with new employees.
- f. Coordinate and maintain staff training information and seminars.

- g. Assist all staff supervised with problem solving and be highly accessible for client satisfaction, staff satisfaction, and incident/risk management issues.
- h. Handle client initial interviews, intake processing, and required renewals for the applicable programs.
- i. Interact with clients and client families about the scheduling and quality of services to clients, including receiving, returning, and initiating phone calls, texts, emails, or direct contacts (including home visits).
- j. Receive and process according to agency P&P all reports from staff or clients/families of incidents of various types, including ensuring that internal Incident Reports, or external Critical Incident Reports are timely filed, and ensuring that all appropriate follow-up actions are taken by the Services Coordinator and reported to the SC's supervisor, or to external persons or agencies.
- k. Manage agency physical assets, supplies, or services used by the program(s) in which the Service Coordinator works.
- l. Collaborate with care coordinators of clients served to arrange Client Service Plans for the services to be provided by this agency, and set up internal agency Client Service Plan authorization and tracking.
- m. Ensure that all supervised staff maintain necessary certifications.
- n. Conduct outreach to appropriate agencies in the community that refer clients to agency or who mutually serve agency's clients, maintain good working relationships or work to improve. Attend community and inter-agency meetings relevant to area of work, participate in collaborative projects that benefit agency clients or workers (with approval of Executive Director if needed).
- o. Obtain and maintain detailed knowledge of State regulations, Conditions of Participation, and the agency's own Waiver P&P Manual, and ensure that the services and processes overseen by the Assistant Regional Manager (or Services Coordinator) meet those requirements.
- p. Other administrative duties assigned.

NOTE that all duties listed above, sections a. through p. are duties that the Regional Manager or Assistant Regional Manager may delegate, in whole or in part, to a Services Coordinator.

Requirements and Preferences:

-Preferred Education: Bachelor's or Associate degree. Will consider high school diploma (or GED) and four years or more of relevant experience in human services or administrative services.

-Preferred Experience: two years working in health or human services field and two years working in administration of health or human services. Experience as a C.N.A., assisted living staffer, or personal care aide would be helpful.

-Skills, Knowledge and Abilities: Must have strong organizational and interpersonal skills, attention to detail, ability to motivate self, ability to learn complex organizational systems and programs, ability to learn from both training and experiences and to constantly improve own performance.

-Must have experience using computers and various programs.

-Language Skills: Must be able to speak, write, and communicate effectively in English.

Job Class: This is an hourly position, eligible for overtime.

Person hired must be able to successfully pass a national criminal background check, based on fingerprinting.