

**Thrive Alliance**

**Job Description**

<b>Title</b>	First Steps – South East Service Coordinator	<b>Exempt</b>
<b>Reports to</b>	First Steps—South East Program Director	<b>Date last revised:</b> June 2013
<b>Supervises</b>	No supervisory responsibilities	
<b>Summary</b>	Assist families in access to a community-based, comprehensive system of services, individually tailored to meet the families’ needs and provided in the child’s natural environment. Coordinate ongoing eligibility and the Individualized Family Service Plan (IFSP), serve as the family advocate and as the initial resource for Early Intervention services under Part C of IDEA.	
<b>Evaluation of performance</b>	Performance will be evaluated based on meeting the specific goals, deadlines, and other quality indicators established for this position (technical performance), positive collaboration with other employees, and effective relationship building with clients, volunteers, and others coming into contact with Thrive Alliance.	
<b>Key outcomes expected</b>	<ul style="list-style-type: none"> <li>• Earn and maintain enrolled “Service Coordinator” status, establish good standing with the state, and work towards achieving Credentialed Service Coordinator status within two years of hire.</li> <li>• Lead process of IFSP and teams—a minimum of family, physician, Eligibility Determination Team members, and the Service Coordinator—through problem solving strategies, the negotiation of divergent team expectations, and the resolution of conflict in order to develop team partnerships and IFSPs and Transition Plans that meet the following criteria:             <ul style="list-style-type: none"> <li>○ Compliance with all Federal and State requirements and all local policy and procedure</li> <li>○ Family access to all opportunities under IDEA Part C within required timelines</li> <li>○ Strategies, outcome statements, transition plans, and annual plans that accurately reflect the families’ needs and desires and that are based on assessment results</li> <li>○ Activities embedded into daily living activities and routines</li> </ul> </li> <li>• Demonstrate competence in home visiting and family interviewing skills.</li> <li>• Collect and document client information as required by the Lead Agency (Indiana First Steps) and participate in the State Quality Review process by verifying, through the minimum of monthly file reviews, the establishment and maintenance of an early intervention record that includes:             <ul style="list-style-type: none"> <li>○ Accurate current documentation to support eligibility</li> <li>○ Accurate current insurance and financial information</li> <li>○ Current consents for all activities and communication related to the program</li> <li>○ Documentation of all contacts within the specified timelines</li> <li>○ Up-to-date case notes</li> <li>○ Physician signature approval within timeframe that assures direct services are initiated within thirty days of the IFSP</li> </ul> </li> <li>• Present in a neutral manner the choices of provider networks to families.</li> <li>• Advocate for families through providing education and information regarding their rights, responsibilities, and procedural safeguards, ensuring that no right is violated, and providing leadership in the support of families as they advocate for their children.</li> <li>• Demonstrate competence in the resource and referral process through sharing information with families about eligibility standards and methods for access to health care, financial, parent-to-parent, and child/family development resources (such as DCS, Head Start, DOE, Healthy Families, CSHCS, Medicaid) and assist in the application process.</li> <li>• Maintain availability to meet with families at times and locations convenient to the family.</li> <li>• Submit information to data entry for transmission to State within specified time frame.</li> <li>• Network in the assigned service region to promote ongoing collaborative relations, increased</li> </ul>	

	<p>options for families, and coordinated non-duplicative services in the network of early intervention—to include physicians and health care providers, transition and community partners, direct service providers, Eligibility Determination Team members, and families—in order to assure coordinated services, positive working relationships, participation, and effective interagency agreements and MOAs.</p> <ul style="list-style-type: none"> <li>• Understand and adhere to Fiscal Agent’s (Thrive Alliance) personnel standards and policies and all applicable State and Federal regulations regarding the delivery of early intervention services including: <ul style="list-style-type: none"> <li>○ Maintenance of confidentiality (FERPA)</li> <li>○ Procedural safeguards</li> <li>○ Family-centered care</li> <li>○ Provision of services in natural environments</li> <li>○ Due process</li> <li>○ Early Intervention Best Practices</li> <li>○ First Steps Professional Conduct</li> </ul> </li> <li>• Maintain and apply understanding of infant and toddler typical and atypical development.</li> <li>• Demonstrate sensitivity to family and cultural values, to unique family circumstances, and to the respect of family choices.</li> <li>• Comply with RMS reporting requirements.</li> <li>• Participate in monthly staff meetings/trainings and other required events.</li> <li>• Report immediately to Supervisor potential issues or concerns.</li> <li>• Perform related duties as assigned.</li> <li>• Maintain reliable transportation.</li> </ul>
<p><b>Critical skills, knowledge, and behaviors</b></p>	<p>Carries out responsibilities in accordance with the Agency’s policies and applicable laws. Inspires and motivates others to support Thrive Alliance.</p> <p>Ability to read and interpret documents and technical reports. Ability to write routine reports and routine business correspondence. Ability to speak effectively before groups of customers or employees of organizations.</p> <p>Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.</p> <p>As a representative of Thrive Alliance, all comments, attitudes, actions and behaviors have a direct effect on the Agency’s image and perceptions of service quality. Interaction with clients, visitors, volunteer workers, co-workers, supervisors and other employees must be in a manner that is friendly, supportive, courteous, respectful, cooperative and professional. This behavior will promote an atmosphere of teamwork and is congruent with the Agency’s standards and guidelines to promote positive relations in the community.</p> <p>Able to think logically and analytically. Effective problem solving skills.</p> <p>Proactive in anticipating and alerting others to problems with projects or processes.</p> <p>High detail orientation and accuracy.</p> <p>Takes initiative and needs little supervision.</p> <p>Able to prioritize, organize tasks and time, and follow up.</p> <p>Performs responsibilities efficiently and timely.</p> <p>Able to juggle multiple requests and meet multiple deadlines.</p>

	<p>Proficient in basic computer skills, i.e. Microsoft Word, Excel, Internet usage (e-mail) and the online reporting programs used throughout the organization.</p> <p>Demonstrates proficiency in basic mathematics.</p>
<b>Experience, education, degrees, licenses</b>	<p>Minimum Baccalaureate Degree in a related area. Must meet and maintain state licensure and credentialing requirements set forth in <i>Indiana First Steps Personnel Standards</i> and remain in good standing with the Indiana First Steps system. Valid Driver's License and automobile liability insurance.</p>
<b>Physical demands</b>	<p>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.</p> <p>While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls. Uses hands for writing and computer access and for manipulating papers and driving. The employee frequently is required to talk or hear. The employee is required to stand, walk, sit, reach with hands and arms, stoop, and occasionally kneel, crouch, or crawl.</p> <p>The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.</p>
<b>Work environment</b>	<p>Primary work location: the central First Steps—South East office in Columbus or a residentially-based office if assigned primarily to a county outside of Bartholomew. Residentially-based Service Coordinators must be present in the central office for a minimum of two days each month and other days as assigned. Service Coordinators perform approximately quarter of the work time in client homes or at outside meetings, such as in the schools.</p> <p>The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p>
<b>Travel</b>	<p>Requires travel to conferences and trainings, to local meetings, and to a minimum of approximately 100 visits to client homes each quarter. Residentially-based Service Coordinators must travel to the central office for a minimum of one training each month and a minimum of one day each month to review EI records for the families they serve.</p>

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I have read and understand the responsibilities and requirements of my job description.

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Employee Signature                      Date

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Supervisor Signature                      Date