

## **UMATILLA COUNTY POSITION DESCRIPTION**

Division/Section: BCC / CDDP

Employee Name:

Position Title: Service Coordinator

Salary: R 21A

Union: No    BOLI Exempt: Yes

### **GENERAL DESCRIPTION OF POSITON**

The Services Coordinator coordinates and provides services to people with intellectual/developmental disabilities. The overall purpose of service coordination is to identify, assess, coordinate and assure delivery of services and support required by persons with intellectual/developmental disabilities and their families.

### **SUPERVISORY RELATIONSHIPS**

Supervision received: works under the supervision of the Intellectual/Developmental Disabilities Service Coordinator Supervisor and the Program Manager.

### **PRINCIPLE DUTIES OF POSITION**

Provide case management services to eligible individuals, which include but are not limited to:

1. Interview people to obtain needed information.
2. Identify the physical, social, medical, employment and other needs based on gathered information.
3. Complete annual plans or summaries and other necessary documentation.
4. Authorize and monitor services.
5. Facilitate meetings with individuals, their identified team, professionals, and contractors.
6. Make referrals to available services and supports and assist individuals in accessing services and resources they are eligible for.
7. Coordinate with public and private agencies locally and statewide.
8. Conduct or participate in licensing or certification processes for service providers in conjunction with State licensing staff.
9. Participate in assessment of community needs and planning activities related to development of needed services.
10. Attend meetings and trainings to provide and receive input as requested.
11. Report and track serious events in accordance with State's requirements.
12. Access and utilize differing web based programs.
13. Perform other related duties as assigned.

This document in no way implies that these are the only duties to be performed by the employee occupying this position.

## **REQUIREMENTS FOR POSITION**

### **GENERAL/ORGANIZATIONAL**

These competencies need to be demonstrated by everyone within the department:

1. **Quality/Compliance**: Achieving a standard of excellence with our work processes and outcomes, honoring Umatilla County policies and all regulatory requirements;
2. **Customer focus**: Striving for high customer satisfaction, going out of our way to be helpful and pleasant, making it as easy as possible on the customer rather than our department or the County;
3. **Communication**: Balancing listening and talking, speaking and writing clearly and accurately, influencing others, keeping others informed;
4. **Collegiality**: Being helpful, respectful, and approachable and team oriented, building strong working relationships and a positive work environment;
5. **Initiative**: Taking ownership of our work, doing what is needed without being asked, following through;
6. **Efficiency**: Planning ahead, managing time well, being on time, being cost conscious, thinking of better ways to do things;
7. **Coachable**: Being receptive to feedback, willing to learn, embracing continuous improvement;
8. **People management**: Setting clear expectations, reviewing progress, providing feedback and guidance, holding direct reports accountable.

### **SKILLS/ABILITIES**

1. Give full attention to what other people are saying, and take the time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times.
2. Be aware of others' reactions and understand why they react as they do.
3. Talk effectively to others to convey information.
4. Present information, verbally, in a factual and logical manner.
5. Resolve conflicts and effectively deal with upset or angry people in crisis situations.
6. Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
7. Understand the implications of new information for both current and future problem-solving and decision- making.
8. Identify complex problems and review related information to develop and evaluate options and implement solutions.
9. Consider the relative costs and benefits of potential actions to choose the most appropriate one.

10. Enter, record, store and maintain information in writing and by using a computer.
11. Prepare clear and concise case narratives, written reports and documentation.
12. Apply regulations, policies and procedures to eligibility situations.
13. Develop specific goals and plans to prioritize, organize and accomplish work.
14. Monitor and review information from materials, events or the environment to detect or assess problems.
15. Observe, receive and otherwise obtain information from all relevant sources.
16. Analyze information and evaluate results to choose the best solution and solve problems.
17. Develop constructive and cooperative working relationships with community agencies and others, and maintain them over time.
18. Identify information by categorizing, estimating, recognizing differences and similarities and detecting changes in circumstances or events.
19. Provide personal assistance, emotional support or other personal care to others
20. Able to demonstrate by conduct the competencies required by OAR and compliance with CDDP Program, Umatilla County policy and procedures.
21. Able to travel to locations within Umatilla County.
22. Able to travel to attend meetings, trainings and conference within and outside of the State of Oregon
23. Must participate in 20 hours per year of State of Oregon sponsored training or other training in the areas of intellectual or developmental disabilities.
24. Must demonstrate ability to act on personal initiative using sound judgment.

### EDUCATION/EXPERIENCE

Must have knowledge of the public service system for developmental disabilities services in Oregon and at least:

1. A bachelor's degree in any field and one year of behavior science, social science, or a closely related field; or
2. A bachelor's degree in any field and one year of human services related experience, such as work providing assistance to individuals and groups with issues such as economical disadvantages, employment, abuse and neglect, substance abuse, aging, disabilities, prevention, health, cultural competencies or housing; or
3. An associate's degree in behavior science, social science, or a closely related field and two years of human services related experience, such as such as work providing assistance to individuals and groups with issues such as economical disadvantages, employment, abuse and neglect, substance abuse, aging, disabilities, prevention, health, cultural competencies or housing; or
4. Three years of human services related experience, such as work providing assistance to individuals and groups with issues such as economical disadvantages, employment, abuse and neglect, substance abuse, aging, disabilities, prevention, health, cultural competencies or housing.

And

A valid Driver's license.

PHYSICAL DEMANDS:

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 job functions.

While performing the duties of this job, the employee is frequently required to walk, sit, bend, talk and hear. The employee is required to use hands to finger, handle, or operate objects, tools, or controls; and reach with hands and arms.

The employee may occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability and adjust focus.

TOOLS AND EQUIPMENT USED:

Computer, including word processing, data base, Internet, and spreadsheet programs; calculator, telephone, copy machine, fax machine, paper and writing instrument.

WORK ENVIRONMENT:

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 job functions.

While performing the duties of this job, the employee works in an office environment; the employee may, on occasion, work in outside weather conditions. The noise level in the work environment is usually quiet.

This description covers the most significant essential and auxiliary duties performed but does not include other occasional work which may be similar, related to, or logical assignment to the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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Employee's Signature/Date