



Service Coordinator

Job Description

Job Title: Service Coordinator

Department: Regional Support Team

Reports To: Program Director

FLSA Status: Non-Exempt

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Approved By: Ken Eskow

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Summary: The Service Coordinator is responsible for delivering mental health, substance abuse, and support services consistent with the principles of the Psychosocial Rehabilitation Model to an adult population who are struggling with mental illness. The Service Coordinator provides recovery based services which may include but are not limited to: Assessments, service plan development, case management, skills training, group facilitation, crisis intervention and, if qualified, therapy. The Service Coordinator carries a caseload of 100+ consumers and maintains contact as defined by the Program Contract(s). The Service Coordinator may be asked to maintain a caseload of 25-35 consumers in the field and maintains contact as defined by the Program Contract(s).

Essential Duties and Responsibilities: include the following. Other duties may be assigned;

- Prepares assessments, progress notes, and other clinical documents in keeping with Agency standards as well as HIPAA regulations;
- Conducts assessments, service plan development, case management, psychosocial rehabilitation, crisis intervention, program transfers, and discharges;
- Ensures consumers assigned to present caseload are within County Authorization;
- Generates appropriate electronic chart notes of all consumer services in accordance with County of Sacramento as well as Agency guidelines;
- Creates and implements group counseling and crisis intervention with consumers;
- Develops and facilitates psychosocial rehabilitation and co-occurring skill groups;
- Participates in internal utilization review as well as Agency quality assurance reviews;
- Actively contributes in a positive manner during internal staff meetings;
- Carries a consumer case load and maintains established productivity requirements;
- Actively contributes in a positive manner during El Hogar provided clinical supervision. Only applicable to individuals registered with the California Board of Behavioral Sciences as a Marriage and Family Therapist Intern (IMF) or Associate Clinical Social Worker (ASW).

Supervisory Responsibilities:

This position has no supervisory responsibilities.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Synthesizes complex or diverse information; Uses intuition and experience to complement data; Designs work flows and procedures.

Design - Generates creative solutions; Uses feedback to modify designs; Applies recover model therapeutic principles; Demonstrates attention to detail.

Problem Solving - Works well in group problem solving situations; Uses reason even when dealing with emotional topics; Seeks resolution to problems rather than assignment of blame.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Readily shares skills and abilities with others.

Consumer Focus - Manages difficult situations; Responds promptly to internal and external needs; Solicits feedback to improve service; Responds to requests for service and assistance.

Oral Communication - Listens and gets clarification; Responds well to questions; Clearly communicates with all members of staff as well as outside consumers or business contacts.

Written Communication - Writes clearly and informatively; Varies writing style to meet needs; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests.

Business Acumen - Understands business implications of decisions; Aligns work with strategic goals; Maintains appropriate boundaries and maintains appropriate confidentiality.

Ethics - Treats people with respect; Inspires the trust of others; Upholds organizational values.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Includes appropriate people in decision-making process.

Motivation - Sets and achieves challenging goals; Measures self against standard of excellence; Takes appropriate steps to accomplish goals.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Develops realistic action plans.

Professionalism - Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Dependability - Follows instructions, responds to management direction; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Minimum qualifications can be met in the following ways:

- Four (4) years of full-time direct care experience in a mental health related field providing mental health services.

OR

- Two (2) years full-time direct care experience in a mental health related field providing mental health services AND a Bachelor's degree in a mental health related field (i.e. psychology, sociology, social work).

OR

- Master's degree in a mental health related field.

Language Skills:

Oral and written fluency in the English language as well as the ability to speak effectively to consumers, direct service providers, senior management or outside agency personnel.

Mathematical Skills:

Ability to apply concepts of basic arithmetic, as well as the ability to calculate productivity ratios.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Contact Management systems; Database software; Internet software; Spreadsheet software; and Word Processing software; Ability to rapidly assimilate the County required billing software (AVATAR).

Certificates, Licenses, Registrations:

- BBS registration and eligibility for LPHA or LPHA (waived) per Sacramento County guidelines is preferred.
- Current, Valid California Driver's License and driving record acceptable to El Hogar and El Hogar's auto insurance carrier. Current proof of personal auto insurance.
- Current valid CPR training.

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 functions.

While performing the duties of this Job, the employee is regularly required to sit and talk or hear. The employee is frequently required to stand; walk and reach with hands and arms. The employee is occasionally required to use hands to finger, handle, or feel; climb or balance; stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 25 pounds and assist consumers

with stability and/or mobility. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

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 functions.

While performing the duties of this Job, the employee is periodically exposed to outside weather conditions and potentially volatile individuals. The noise level in the work environment is usually moderate

ACKNOWLEDGMENTS:

I have reviewed and understand the above Job Description. I understand that the Company reserves the right to change this Job Description at any time based on business needs.

I certify that I am able to perform all of the “Essential Requirements” of the job outlined herein, with or without an accommodation, except as noted here: (If none, so state):

I certify that I am fully capable of completing all of the responsibilities documented herein and I do not have a physical or mental disability that would jeopardize the health and or safety of my co-workers.

I understand, and fully agree, that this job description does not constitute a written or implied contract for employment and that my employment relationship with the company is “at will,” for an unspecified duration, and may be terminated at any time by me or the company as specified by Section 2922 of the California Labor Code.

Employee Signature

Date