



## Service Coordinator Job Description

**Job Title:** Service Coordinator  
**Department:** Sierra Elder Wellness Program  
**Reports To:** Program Director  
**FLSA Status:** Non-Exempt  
**Prepared By:** Jill Dayton  
**Prepared Date:** 12/30/2013  
**Approved By:** Ken Eskow  
**Approved Date:** 12/30/2013

**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 older adult population, aged 55 and over, 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, as well as providing therapy. The Service Coordinator carries a caseload of up to 20 consumers 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;
- Conducts assessments, service plan development, case management, psychosocial rehabilitation, crisis intervention, program transfers, and discharges;
- Creates and implements group counseling and crisis intervention with consumers;
- Develops and facilitates psychosocial rehabilitation and co-occurring skill groups;
- Provide transportation for consumers with the use of an El Hogar provided vehicle;
- Carries a consumer case load, and has responsibility for maintaining assigned productivity levels each month;
- Provides after hour crisis intervention services as assigned;
- Actively contributes in a positive manner during El Hogar provided clinical supervision.

### **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.

**Project Management** - Develops project plans; Communicates changes and progress; Completes projects on time and budget.

**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 years of full time direct care experience in a mental health related field;

OR

- Two years of full time direct care experience in a mental health related field; and two (2) years of education (60 semester units or 90 quarter units) with a minimum of 12 semester (18 quarter) units in mental health related subject area such as child development, social work, human behavior, rehabilitation, psychology, or alcohol and drug counseling;
- Experience working with older adults is preferred.

**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:**

- Ability to meet the county classification requirements for MHA III per Sacramento County guidelines is preferred.
- Current, valid California Driver's License and driving record acceptable to El Hogar and the Agency's auto insurance carrier. Current proof of personal auto insurance.

**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, crouch, or crawl and taste or smell. The employee must occasionally lift and/or move up to 25 pounds. 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 occasionally exposed to outside weather conditions. 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):

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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.

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Employee Signature

Date