JOB OPENING

TITLE: SERVICE COORDINATOR I - LONG TERM CARE OPTIONS (LTCO)

DEFINITION: Reporting to the Service Coordinator Supervisor, this position is responsible for the overall case management of a diverse caseload. The Service Coordinator I facilitates community-based long-term care to disabled and/or chronically impaired older adult consumers. This position carries responsibility for ongoing care planning, service arrangement, follow-up, and reassessment. The Service Coordinator I is expected to provide 6 (six) hours of service coordination activities on a daily basis, including data entry and consumer contact. The Service Coordinator III is a consumer advocate as well as the gatekeeper of service provision.

QUALIFICATIONS:

Education: BA/BS/BSW or MA/MS/MSW including at least 12 college-level credit hours in sociology, social welfare, psychology or gerontology.

- Experience: Requires three years social work or related experience. MSW or MA in related field waives experience requirement or six months experience as a Service Coordinator Trainee with an over-all rating of “exceeds most expectations” performance evaluation or one year experience as a Service Coordinator II with an overall rating of “Meets most expectations.”

Personal Characteristics:
- High energy level; able to manage a variety of tasks simultaneously.
- Well developed interpersonal and communication skills.
- Well organized.
- High level of flexibility.
- Possesses advocacy skills and a sense of professional ethics.

Additional Requirements:
- Must have valid driver's license, a good driving record, and continuous access to a fully-insured car.
- Drug testing required.
- Pre-employment physical.
- Second language abilities preferred.
GOALS:
To maintain a high quality of service coordination services by identifying and meeting the varied
needs of consumers. To provide home and community based services as needed to enable
consumers to remain at home as long as possible. The Service Coordinator III maintains the
highest level of professional ethics, continually seeking opportunities for growth and
development.

DUTIES AND FUNCTIONS:

a. Performs all service coordinator functions: assessment service plan development,
   service arrangement, follow-up, monitoring, and reassessment. Validates the
   assessment of the consumer's needs in their environment. Reassesses consumer's
   status and reviews service plan at regularly scheduled intervals.

b. Completes Care Management Instrument (CMI) and Level of Care Assessment
   (LOCA) at required timeframes.

c. Works with consumer, his/her family, and/or caregiver, to develop an Individual
   Service Plan, making use of supervision and consultation with other disciplines as
   necessary.

d. Identifies and mobilizes informal and formal resources to meet consumers' needs.
   Maximizes use of third party payers.

e. Facilitates consumer choice of providers.

d. Arranges for needed services and entitlements, working cooperatively with
   consumer, family members, and service providers. Follows up on service delivered
   in specified amount of time, and works with consumer and provider to assure
   appropriate match of service to specific need.

e. Conducts home visits and telephone contacts per standards.

f. Completes all necessary forms and / or data entry for consumers’ case record, other
   management information, and other written reports as required. Inputs necessary
   data and maintains automated programs.

g. The Service Coordinator III monitors the delivery of care consistent with state
   requirements.

h. Participates in orientation and training, in-service training as assigned, and attends
   regularly scheduled supervision, and staff meetings.

I. Monitors consumer satisfaction to ensure quality of services provided.

j. Other duties as assigned.
PERFORMANCE EXPECTATIONS:
- Meets agency standards of care management practice.
- Records and reports are legible, timely, accurate, complete, and relevant.
- Ability to establish rapport with PCA staff, consumers, providers, and outside agencies.
- Brings problems and possible resolutions to supervisory conference.
- Assures quality services to consumers.

CUSTOMERS:
- Consumers of home and community based services.
- Service providers.

STARTING SALARY: $34,217.00

POSITION OPENING: OPENED UNTIL FILLED

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