JOB OPENING

TITLE: SERVICE COORDINATOR TRAINEE - 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 Trainee 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 Trainee is expected to provide 6 (six) hours of service coordination activity on a daily basis, including data entry and consumer contact. The Service Coordinator Trainee is a consumer advocate as well as the gatekeeper of service provision.

QUALIFICATIONS:

 Education and Experience: A BA/BS/BSW including at least 12 college-level credit hours in sociology, social welfare, psychology, gerontology. **Proof of required courses and degree is required. Please attach transcript.**

 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 Trainee 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 Trainee 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.

**SALARY: $29,328.00**

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