

Job Description Service Coordinator



CICS
Supporting Individuals. Strengthening Communities.

NAME:

POSITION: Service Coordinator

REPORTS TO: CICS Coordination Officer

DEPARTMENT: Central Iowa Community Services

FISA STATUS: Non-Exempt

POSITION SUMMARY: The purpose of the position is to perform service coordination and social work under the direction of the Coordination Officer and/or assigned Service Coordination Supervisor.

This position is also subject to criminal and abuse background checks and requires pre-employment physical and drug screening.

SALARY: Based on the CICS pay matrix.

ESSENTIAL JOB DUTIES/RESPONSIBILITIES:

- Process requests for services by conducting intakes, completing applications, obtaining required eligibility documents, obtaining, or completing necessary assessments, social histories, and other necessary documentation for the determination of program eligibility.
- Assist in accessing community resources identified for the client, family members, and/or providers
- Complete funding applications, draft requests for regional funding, and monitor on-going funding needs and service authorizations.
- Ensure the provisions of the CICS Management Plan Policies and Procedures are carried out.
- Provide information regarding the civil commitment process, MHDS funding system, and service alternatives.
- Advocate for the client and facilitate the Interdisciplinary Team, as directed, in the development of the Individual Service Plan for persons not eligible for Medicaid Case Management
- Coordinate, implement, and monitor the Individual Service Plan for designated individuals.
- Create and maintain client files with required information and documentation and complete all required documentation and updates in a timely manner.
- Initiate the transfer of an individual and facilitate discharge planning when it is determined the individual no longer needs services.
- Acquire and maintain expertise in Community Services Network (CSN) and CICS SharePoint.
- Establish and maintain effective working relationships with clients, county, regional, and state employees, law enforcement, the judicial system, MHDS Service providers, and the public.
- Identify and implement other outreach programs that will benefit the citizens of the region.
- Participate in agency, provider, and state-wide committee meetings, as assigned, provide training on department related topics, and attend work-related meetings, conferences, educational and training opportunities, and seminars.
- Other duties as assigned

NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES:

The successful candidate must possess the following knowledge, skills, and abilities or be able to explain and demonstrate that he/she can perform the essential functions of the job:

- Applies professional level of knowledge of federal and state assistance programs for disability populations.
- Demonstrates adaptability to performing a variety of duties, regularly changing from one task to another of a different nature without loss of efficiency or composure.
- Demonstrates competent computer skills, including use of Microsoft o365 and CSN.
- Ability to present ideas effectively, in both oral and written form.
- Demonstrated ability in critical thinking and problem solving,
- Ability to work alone or as part of a team.
- Ability to comprehend and follow oral and/or written directions.
- Ability to negotiate and resolve conflict between dissenting parties.
- Knowledgeable in crisis intervention principles and practices.

ENTRY REQUIREMENTS:

- A bachelor's degree with 30 semester hours or equivalent quarter hours in a human services field (including, but not limited to, psychology, social work, mental health counseling, marriage and family therapy, nursing, education, occupational therapy, and recreational therapy) and at least one year of experience in the delivery of services to individuals with mental illness, intellectual disabilities, brain injury, or other developmental disabilities.
- A valid driver's license, reliable transportation, and adequate liability insurance are required.

WORK ENVIRONMENT:

While performing the duties required of this position, the employee is regularly subject to a mentally stressful environment; however, the likelihood of bodily injury or similar occupational hazard is slight. Must have physical and mental stamina and be able to perform successfully under time-limited pressure.

Regular office hours are 8:00am to 4:30pm, Monday through Friday. Must have the flexibility to adjust the schedule occasionally in order to accommodate others' schedules.

PHYSICAL REQUIREMENTS:

Must be physically able to operate a variety of automated office machines and equipment. The position may entail long periods of sitting or driving, depending on circumstances.

In most cases, physical demand requirements are at a level of those for sedentary or office environment work which may involve some lifting, carrying, pushing, and/or pulling of light to moderate weight materials (approximately thirty pounds).

DISCLAIMERS:

- Marginal functions of the position that are incidental to the performance of essential job duties have been excluded from this description.
- All requirements are subject to possible modification to reasonably accommodate qualified individuals with disabilities. Prospective employees are encouraged to discuss possible accommodations with the employer.
- Job description in no way imply that the description includes every duty to be performed by the employee in the position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties required by the Coordination Officer, designated Service Coordination Supervisor or CEO.

Franklin County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, reasonable accommodations will be provided to qualified individuals with disabilities. Prospective employees and incumbents are encouraged to discuss potential needs for accommodations with the employer.

Signature

Date