



Reach For Your Potential

JOB TITLE: Service Coordinator Assistant (V)

DIVISION: Office Staff

REPORTS TO: Program Director

REVISION NO.: 1

REVISION DATE: 11/14/2018

POSITION SUMMARY:

The Service Coordinator Assistant's (V) overall function is to assist Service Coordinators or Administrative staff with tasks normally performed by a Service Coordinator. The Service Coordinator Assistant V will work closely with the Service Coordinators and Administrative staff in order to ensure the agency is meeting member service needs. The Service Coordinator Assistant's (V) other job duties include typing, filing, compiling and disseminating information, and completing a variety of reports.

ESSENTIAL JOB FUNCTIONS:

- Create and maintain member files including: quarterly reports, face sheets, social histories, assessments, and other reports.
- Compile and disseminate information and reports as needed to the Service Coordinators, Direct Care Staff, and others.
- Assist with Direct Care staff training as needed.
- Transport members as needed.
- Assist with member meetings such as the ISP meeting and vocational meetings.
- Direct phone calls, transfer voicemail messages, and greet walk-ins in the absence of the Receptionist (work as a back-up and cover Receptionist's lunch hour).
- Meet with Direct Care staff (on location if needed) to ensure progress notes are written to meet state regulations. Follow up with Service Coordinators and Program Directors as needed to ensure 100% compliance.
- Visit locations and assist with Saturday check-ins as needed.
- Be on time and work scheduled days.
- Provide direct care to members if necessary.
- Complete medication reviews at RFYP locations to ensure compliance with all medication policies and procedures.
- Provide assistance to any other department (medical, maintenance) as needed.
- Ensure the highest quality of services for all members served by the agency.
- Complete other duties as assigned.

JOB REQUIREMENTS:

EDUCATION/ EXPERIENCE:

Associate's Degree from an accredited college or university and one year of post-degree experience in the delivery, planning, coordination, or administration of clerical or human services, or



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High school degree (or its equivalent) and three years of post-degree experience in the delivery, planning, coordination, or administration of clerical or human services, or

A combination of required education or experience which totals three years. At least one year must be experience as outlined above.

SKILLS:

Must be able to read, write, and communicate effectively with members and staff. Completing work in a timely manner is necessary. Attention to detail and dependability are essential for this position. Patience in working with adults with disabilities is necessary. A driving record that qualifies you to drive agency vehicles is required; sufficient automobile insurance to qualify you to transport members in your personal vehicle is preferred. Needs to have a caring attitude and be supportive and encouraging to members. Must be able to use Microsoft Word, Excel, and Publisher.

SUPERVISORY RESPONSIBILITIES:

None.

EQUIPMENT TO BE USED:

Must be able to effectively operate computer and other office machines such as fax, calculator, telephone, and so on.

TYPICAL PHYSICAL DEMANDS:

Requires sitting, standing, bending and reaching. May require lifting up to 50 pounds. Requires manual dexterity sufficient to operate standard office machines such as computers, fax machines, calculators, the telephone and other office equipment.

WORKING CONDITIONS:

Occasionally called upon to work overtime or odd schedules, including end of the month progress note pick-ups. Typically works in an office setting, although may be called upon to work at a residential location.

Employee Signature

Date

Employee Printed Name