

DHHS SERVICE COORDINATOR

DESCRIPTION: Under general supervision, coordinates and oversees the delivery of services including: assessment and eligibility determination; development of Individual Program Plans and Individual Family Support Plans; monitoring provision of services; performs related work as required.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Performs intake and eligibility activities to include: obtaining and confirming information on clients; working with service providers to secure client assessments for determining level and types of services needed.

Identifies training needs for clients which will assist in determining service needs.

Evaluates delivery of direct services to determine their effectiveness and adequacy for the client.

Coordinates the development of the Individual Program Plan or Individual Family Support Plan in conjunction with the client, the family, and the service providers, for both specialized and generic services.

Serves as liaison for the client and family with service provider and the community.

Gathers evidence and assists in preparing information for the client due process mechanism for eligibility determination and service provision appeals; communicates appeal information to the DPI Service Coordination Supervisor and/or DPI Service Coordination Local Manager.

Follows applicable service policies and procedures.

Performs as an advocate on behalf of clients who may be involved with Adult and Child Protective Services Units, law enforcement agencies, and other agencies in the community.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These may be acquired on the job and are needed to perform the work assigned.)

Knowledge of: the program resources/services available in Nebraska for persons with mental retardation and other developmental disabilities; the objectives, philosophies, and functions of the agency's developmental disabilities program; Medicaid waiver regulations; Community-Based Developmental Disabilities Division governing rules; Department of Education regulations; State Statutes regarding disabled persons; Department of Social Services programs, such as Protective Services and public assistance programs.

Ability to: assess the needs of persons with mental retardation and other developmental disabilities; communicate orally and in writing to exchange information; mobilize resources to meet client needs; evaluate assessments to determine eligibility; develop and assess Individual Program Plans and Individual Family Support Plans; monitor services provided to persons with developmental disabilities;

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interpret and apply agency and program rules, policies, and procedures; organize and evaluate program/operational data.

ENTRY KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (Applicants will be screened for possession of these through written, oral, performance, and/or other evaluations.)

Knowledge of: current practices in the field of Community-Based Mental Retardation services and other services for persons with developmental disabilities including: case management, program planning, medications, the principles of normalization, and provision of habilitation services; Nebraska's Home and Community-Based Waiver regulations and other regulatory guidelines.

Ability to: communicate orally and in writing to exchange information; develop working relationships with individuals with mental retardation and other developmental disabilities, their families, interdisciplinary team members, agency representatives, and individuals or groups interested in mental retardation and other developmental disabilities; analyze behavioral data.

JOB PREPARATION GUIDELINES: (Entry knowledge, skills and/or abilities may be acquired through, BUT ARE NOT LIMITED TO, the following coursework/training and/or experience.)

Any combination of training and/or experience that will enable the incumbent to possess the required knowledge, skills and abilities. A general qualification guideline is post high school coursework/training in: education, psychology, social work, sociology, and experience in delivery of habilitation services to persons with mental retardation or other developmental disabilities.

SPECIAL NOTE

Specific positions in this class may require an employee to possess a valid driver's license (or provide a substitute licensed driver) and provide a passenger vehicle with adequate liability insurance in order to perform work-related travel, such as transportation for clients.

Overnight travel may be required.