Service Coordinator
Requisition #: CS-SC-042925
Closing Date: Open Unti Filled
Classification: Non-Exempt
Starting Salary Range: $22.50 - $33.00/hr

ABOUT US:

Westside Regional Center is dedicated to providing comprehensive support and services to people with developmental disabilities. Our mission is to support people with developmental disabilities, their families, and communities of choice by facilitating access to person-centered, culturally responsive services and resources. We aim to empower individuals to achieve their fullest potential through personalized assistance, advocacy, and resources.

We are seeking dedicated Service Coordinators to join our team and help us continue to make a positive impact in the lives of those we serve.

JOB SUMMARY:

The Service Coordinator will play a critical role in supporting our clients and families. This position requires a highly organized, compassionate, and proactive individual who can manage multiple tasks and provide exceptional support to our clients and staff.

KEY RESPONSIBILITIES:

- Meet in-person with individuals and families at their homes or other locations as needed
- Develop and oversee the implementation of a person-centered service plan to address the support needs of individuals assigned to the Service Coordinator's caseload, including:
    - Annual, semi-annual or quarterly face to face contact, as required by statute
    - Facilitation of IPP/IFSP/Annual review/Quarterly review meetings
    - IPP/IFSP/Annual/Quarterly reports submitted within 30 calendar days of meeting
- Efficiently and effectively coordinate both Regional Center and generic funding resources for clients.
    - Provide individuals and families with service information, referrals, and advocacy as needed
    - Consult with specialists as needed
    - Complete and submit POS requests for regional center funding

  - Complete appeal documents for regional center funding denials
- Complete and submit required internal and external incident reports (SIRS, APS/DCFS/law enforcement reporting)
- Respond to communication from individuals, family members, service providers and other agencies, while adhering to WRC's policy of responding no later than the end of the workday following the day in which the communication is received. Telecommute is defined as a workday.
- Document all case management activity on a weekly basis
- Support the overall mission of the center through various tasks

QUALIFICATIONS:

- Bachelor's degree in Social Work, Psychology, Marriage & Family Therapy, or Human Services.
- Minimum of 12 months related experience in the field of developmental disabilities.
- Proficient in computer skills including Outlook, Word, Excel, Email, Adobe PDF, Zoom, Teams, and SharePoint.
- Fluent in English and Spanish, and/or additional languages preferred.
- A history of successfully documenting client interactions and regulatory record-keeping.
- Strong attention to detail and organizational skills.
- Excellent communication and interpersonal skills.
- Ability to handle multiple tasks and prioritize effectively.
- Self-motivated and resourceful with a problem-solving mindset.
- Flexible and adaptable to changing needs and priorities.
- Compassionate, empathetic, and understanding towards individuals with developmental disabilities.
- Demonstrated patience, kindness, and friendliness.
- Reliable and committed to supporting the team and clients/families.
- Requires personal automobile, valid driver's license and insurance and the ability to drive to client locations for required face-to-face contact.

WESTSIDE REGIONAL CENTER

Work Environment, Travel & Physical Requirements

This position operates in a professional office environment with standard office equipment and bright overhead lighting. While performing job duties, the employee is regularly required to:

- **Sit or stand at a computer workstation for extended periods of time**
- **Move throughout the office to access files, attend meetings, and interact with staff and visitors**
- **Lift, carry, push, or pull up to 25–30 pounds occasionally (office supplies, files, equipment)**
- **Communicate clearly in-person, by phone, and electronically**
- **Sustain attention to detail in a dynamic work setting with frequent interruptions.**

Some travel within the WRC service area is required. Reasonable accommodations will be provided for qualified individuals with disabilities to perform essential job functions.

SPECIAL REQUIREMENTS:

This position will primarily be based in the office; however, remote/hybrid work may also be available.

WRC is an equal opportunity employer. Further, WRC will consider for employment qualified applicants with criminal histories in a manner consistent with the requirements of the City of Los Angeles' Fair Chance Initiative for Hiring Ordinance.

If interested please submit the internal application, along with your resume and cover letter to jobs-wrc@westsiderc.org. This position is posted internally and externally.

**** Reminder for Current Employees: Please remember to refer a colleague for an incentive when they are hired and successfully pass the introductory period.**