WESTSIDE REGIONAL CENTER

Service Coordinator – Floater
Requisition #CS-2406-F3
Closing Date: Open Until Filled
Lateral Transfer

PURPOSE:

Reporting to the Director of Client Services, Service Coordinator – Floater will support uncovered caseloads and act as onsite liaison between clients and service providers and/or DDS regarding the facilitation of client care and services, and to collaborate with the Program Manager in the review and decision-making process regarding the facilitation of appropriate care and service requests.

NATURE OF WORK:

The Service Coordinator – Floater is a lateral transfer for a seasoned Service Coordinator that thrives in a fast-paced environment, where exceeding client expectations is the goal. The Service Coordinator – Floater will develop and oversee the implementation of a service plan to address the support needs of consumers who do not have an assigned Service Coordinator and/or vacant caseloads.

ESSENTIAL FUNCTIONS:

- Assure that IPP/IFSP meetings are held annually; generally in client's birth month, on demand, or as otherwise agreed by the Program Manager(s)/Director of Client Services.
- Assure that IPP/IFSP reports submitted within 30 calendar days of IPP meeting.
- Conduct face-to-face quarterly contact and review in which narrative checklists are completed and signed by the client.
- Efficiently and effectively coordinate both Regional Center and generic funding resources for clients.
- Document and input into the system ongoing, including ID notes (preferably daily) and in no event less frequently than on a weekly basis.
- Author and submit SIRS (as well as APS, DCFS and all other licensing or law enforcement agency as appropriate pursuant to Title 17, Section 54327.1.
- Ensure the timely submission of case records/charts for all consumers who are currently on or eligible for Medicaid waiver and to ensure Medicaid waiver compliance.
- To complete and submit POS request forms prior to onset of service being requested.

MINIMUM EDUCATION AND EXPERIENCE:

- Education requirement: Minimum of a Bachelor's Degree.
- Service Coordination experience with one of the 21 Regional Centers is required.
- Must have excellent verbal, written and computer skills
- Must have excellent organizational skills, flexibility in managing tasks, the ability to meet timelines and to work independently and effectively under the supervision of the Appeals and Resolution Specialist and to multitask.
- A general knowledge of eligibility criteria for regional center services and supports.
- A general knowledge of Agency's purchase of service policies as well as the roles of service coordinators and program managers case management

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.

This summary is not intended to represent an exhaustive list of duties; additional responsibilities are determined as to meet the needs of the community we support*

WRC is an equal opportunity employer. Further, WRC will consider 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 send resume and cover letter to Jobs-WRC@Westsiderc.org by the closing date and include the **Requisition Number and Job Title** in the subject line of the email.