



# Service Coordinator

**Job Code:** SCI - 109  
**Revision Date:** Dec 21, 2018

**Salary Range:**  
\$14.44 - \$23.62 Hourly  
\$1,155.20 - \$1,889.60 Biweekly  
\$30,030.00 - \$49,125.00 Annually

**FLSA:** Non-Exempt

## Overview

We are an agency committed to innovative behavioral health services in trauma-informed care that promote healing and recovery to instill a sense of empowerment and foster a lifelong sense of resilience.

## General Description

The purpose of this job is to ensure services are delivered according to individual's directed plan. Always monitors progress or lack of progress to ensure Medicaid eligibility. Facilitates access to community resources to meet client's needs, documents service delivery and maintain contact with client monthly.

This class works under close to general supervision according to set procedures but determines how or when to complete tasks.

## Duties and Responsibilities

**The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions related to the type of work of the position as necessary.**

- Provides service coordination to clients who receive services through the Medicaid Waiver or non-waiver programs, which includes monitoring and oversight of client care.
- Effectively completes necessary monthly encounters with all clients on assigned caseload and utilizes the tracking tools necessary to effectively maintain caseload, provide quality client care, meet performance targets, and ensure high-quality, accurate, and timely submission of all documentation.
- Demonstrates the ability to understand and effectively apply all rules and regulations pertinent to the Medicaid waiver or non-waiver programs, including proper completion of all documentation.
- Shows dedication to ethical judgment and maintains compliance with all training requirements to effectively accomplish position duties and meet performance outcomes and targets.
- Completes all program required forms in accordance with HHSC and internal timeframes and ensures all progress notes are entered within 48 hours at a rate of 100%.

- Effectively organizes and facilitates timely meetings with clients, LARs, interdisciplinary teams to engage in their client's service planning, including reviewing, assessing, and monitoring services. May attend occasional guardianship court hearings for clients.
- Attends all team and individual meetings as required by supervisor and maintains open communication regarding assigned caseload or such matters that affect the delivery of services to all clients.
- Demonstrates the ability to organize and structure days and times with effective time management skills to successfully fulfill all essential duties.
- Maintains flexibility and keen judgment to facilitate effective crisis prevention and management, linking and assisting the clients to secure appropriate and accessible services and supports.
- Performs other duties as assigned.

### **Minimum Education and Experience Requirements**

Requires a Bachelor's or advanced degree from an accredited college or university with a major in a social, behavioral, or human service field including, but not limited to psychology, social work, medicine, nursing, rehabilitation, counseling, sociology, human development, gerontology, educational psychology, education, or criminal justice; or possession of any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities.

Prefers one (1) year of experience in a community setting with knowledge of case management.

Prefers prior experience in a mental health or IDD setting. Prefer bilingual English/Spanish.

Experience with trauma-informed services; cognitive behavioral therapies, including DBT; and motivational therapies including the use of incentives, preferred.

### **Required Knowledge and Abilities**

Knowledge of trauma-informed theories, principals, and practices (includes multi-faceted understanding of concepts such as community trauma, intergenerational and historical trauma, parallel processes, and universal precautions), preferred.

### **Physical Demands**

Performs sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis or sustained keyboard operations.

### **Unavoidable Hazards (Work Environment)**

- None

### **Special Certifications and Licenses**

- Must possess and maintain a valid state Driver's License with an acceptable driving record.
- Must be able to pass a TB, criminal background and drug screen.

### **Americans with Disabilities Act Compliance**

Emergence Health Network is an Equal Opportunity Employer. ADA requires Emergence Health Network to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

## **Other Job Characteristics**

- Staffing requirements, including criteria that staff have diverse disciplinary backgrounds, have necessary State required license and accreditation, and are culturally and linguistically trained to serve the needs of the clinic's patient population.
- Credentialed, certified, and licensed professionals with adequate training in person-centered, family centered, trauma informed, culturally-competent and recovery-oriented care.

**Note:** This Class Description does not constitute an employment agreement between the Emergence Health Network and an employee and is subject to change by the Emergence Health Network as its needs change.