

# NEW HORIZONS REHABILITATION SERVICES, INC.

## POSITION DESCRIPTION

POSITION TITLE Senior Services Coordinator

EMPLOYEE: \_\_\_\_\_

PROVIDER NUMBER: \_\_\_\_\_ EMPLOYEE NUMBER: \_\_\_\_\_

CLASSIFICATION: Exempt REPORTS TO: Branch Manager

LOCATION: As assigned DEPARTMENT: Rehabilitation

### **Position Summary:**

Program manager for consumers assigned. Coordinates Agency goals and purpose with requirements of purchasers of services, family and/or legal guardians, community personnel and may include teaching activities of daily living and socialization skills, appropriate job attitude and work behavior. Organizes and coordinates support services from community agencies for purpose of obtaining and maintaining employment for consumers. Assist the Branch Manager in administrative duties as assigned and in conjunction with the Foreman, acts as a backup during the absence of the Branch Manager. At the discretion of the Branch Manager, the Senior Services Coordinator can be assigned to a supervisory role and can initiate disciplinary action. However, hiring and firing is the role of Administration/Management with the support of the Human Resource Department.

### **Essential Duties/Major Responsibilities:**

1. Act as program manager for assigned consumers.
2. Provide individual, group or situational counseling.
3. Provide crisis intervention counseling as required, as well as with Community Based/Supported Employment Services.
4. Develop an employment services coordination plan or person centered plan with individuals served. The plan will identify employment objectives based on desires and functioning level of individuals served and will reflect the local labor market needs. The plan will also include identification of those support services needed by individuals served and the community resources, which provide the support. Consistently addresses consumer input and consumer satisfaction.
5. Implement/monitor behavior contracts that establish goals and objectives that are specific and measurable for each consumer as required.

6. Schedule Staffings for assigned consumers as required and notifies appropriate staff, parents and concerned individuals/agencies so they may attend.
7. Attend meetings coordinated by other agencies in representing New Horizons.
8. May assist in conducting classes such as Job Seeking, perform intakes for consumers accepted for program service, provide counseling at community sites as assigned and/or provide situational assessments as required.
9. Provide reports/documents of counseling activities and performs all required record keeping duties. Will access most paperwork procedures via electronic computer systems.
7. Coordinate planning of consumer programs with community agencies, parents/group home managers and appropriate staff.
8. Arrange ancillary services and works with community agencies when necessary.
9. Identify those community resources and services, which may be needed to support consumers as they pursue employment opportunities. Examples of resources: family and friends, transportation services, CILØs, the business community, advocacy associations, health care programs, etc.
10. Where applicable, make formal agreements with community support agencies facilitating access by persons served, defining referral procedures, roles, responsibilities, agreed to time frames, etc.
10. Schedule appropriate community resources staff for extended team meetings to plan for and report on progress of individuals accessing support and discuss linkages among providers.
11. Assure persons served are aware of community resources and how they can provide needed, identified support services for obtaining and maintaining employment.
12. Assist the Branch Manager with administrative duties as assigned.
13. Keep the Branch Manager informed of consumer, staff and programming problems. In the absence of the Branch Manager, works in conjunction with the Foreman to ensure smooth branch operations and informs the administrative personnel of unusual problems that require immediate action.
14. Assist with plan implementation by arranging the individuals referred to appropriate resources and following up to assure supports are in place in a timely fashion and are conveniently located, cost effective and accessible.

15. Establish processes/procedures for sharing information, providing feedback, through reports, exchanging consumer satisfaction issues.
16. Must be legally licensed with reliable transportation at all times with proper vehicle registration and insurance.
17. Attend staff, branch, and consumer meetings as assigned.
18. Uphold stated Agency rules and regulations as stated in the Personnel Policy including confidentiality of consumer information.
19. Abide by HIPAA regulations of confidentiality as outlined in the Personnel and Agency manuals.
20. Uphold Michigan Department Community Health codes and regulations concerning the rights and care of consumers served.

**Secondary Duties:**

1. Maintain a positive work atmosphere by behaving and communicating in a manner that is conducive to good relationships with customers, consumers, co-workers and supervisors.
2. May do consumer training on the workshop floor or at community sites.
3. May be assigned to work with profoundly and severely impaired individuals who need assistance with personal care needs.
4. Assist in development of satisfaction survey for persons served, community resources and funders to measure satisfaction with coordination of services.
5. May be required to provide transportation as necessary to facilitation services.
6. Perform additional duties as assigned

**Management/Supervisory/Lead Responsibilities/Equipment:**

- Branch staff in absence of Branch Manager
- Office equipment assigned, leased or owned. Consumer records assigned.
- Must adhere to the principles of confidentiality as described in our agency policies.

**Education and Experience:**

- M.A. in Rehabilitation Counseling preferred.
- BS or BA in Psychology or related social service area with 2 years experience working with disabled individuals.
- 6 months to 1 year counseling experience with disabled population.

**Ability to:**

- Operate computers, printers, copiers, and any other equipment commonly utilized for rehabilitation.
- Communicate effectively, verbally and in writing.
- Recognize and set priorities, and to plan, coordinate and organize own work.
- Communicate effectively with a diverse population.
- Relate to consumers with respect and dignity.
- Establish and develop a "team approach" to services and support necessary to enhance quality rehabilitation services to consumers served.

**Skilled in:**

- Reading, writing, speaking and understanding the English language.
- Working effectively, in daily activities as well as addressing problems and unique situations.
- Using independent judgment and making good decisions when resolving problems relating to employees and consumers.
- Problem analysis and resolution.

**Physical Elements:**

- Lifting and carrying 35 pounds;
- Ability to use hands;
- Acceptable hearing;
- Speaking ability;
- Corrected vision acceptable for driving.
- Supply transportation for consumers as required.

**Technical, Vocational or Academic Elements:**

- Behavior modification techniques, task analysis, current rehabilitation techniques and procedures, supportive services available, and community resources.
- Organizing and coordinating schedules;
- Analyzing and interpreting data;
- Problem-solving/conflict resolution;
- Communicating with the consumers, staff, and funding sources;
- Increase information through seminars, workshops or job related courses
- Completing written work orders, and so on
- Current rehabilitation techniques and procedures, supportive services available, and community resources.
- Able to establish partnerships with community resources and develop a "team approach" to services and support necessary to achieve employment outcomes for consumers.
- Computer skills/knowledge of Microsoft word, Excel and other basic office productivity software.

**Approvals:**

*Stan A. Gramke*

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Stan A. Gramke, President/CEO

December 5, 2012

Date

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Employee Signature

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Date

*Employee signature to be obtained after approval from Compensation and Benefits. The employee's signature acknowledges the employee has reviewed and understands his/her position description.*