



WESTSIDE
REGIONAL CENTER

Specialized Enhanced Case Service Coordinator

DEFINITION:

Under the general direction of the Director of Client Services, this position is responsible for assisting individuals and families who speak another language and/or are from communities of color and currently have low to no purchase of service, identify and overcome barriers to those services. This position provides enhanced service coordination, supports the delivery of services to individuals/families, and ensuring the implementation of a Person-Centered Individual Program Plan. **These positions are the result of new funding made available in the 2021/2022 California state budget.**

NATURE OF WORK:

Under the general supervision of the Director of Client Services or a designee, the **Specialized Enhanced Case Service Coordinator** is responsible for using person-centered planning to address the complex needs of those individuals and families who speak another language and/or are from communities of color. The Specialized Service Coordinator will demonstrate culturally competent skills including valuing diversity, cultural self-awareness and knowledge of other cultures. The Specialized Service Coordinator will assess for cultural and linguistic barriers and identify the unmet needs of the individual and family. Upon that determination, the service coordinator will empower individuals to partner with Regional Center and other community agencies and assist in identification of new resources that are culturally relevant to our community. This position will also be responsible for tracking and monitoring of trends which may include creating reports and calculating data that will be submitted to the WRC Executive Team and the Department of Developmental Services.

EXAMPLES OF WORK:

- Relationship and trust building skills to foster strong rapport with the individual and their family
- Identify unmet needs and find creative solutions to identified barriers
- Identify and connect individuals to culturally and linguistically appropriate services in their community
- Develop and support Person Centered Individual Program Plans and objectives
- Support individuals in navigating service systems, assisting with paperwork, and help with generic resources eligibility and denials
- Targeted community outreach to learn what resources are available in the community
- Attend Individual Education Plan (IEP) Meetings and other outreach events with individuals and their families (either virtually or in person as appropriate)
- Data collection and assistance to monitor successes and lessons learned.

MINIMUM EDUCATION AND EXPERIENCE:

To qualify for the Specialized Enhanced Service Coordinator role, the individual must enjoy working with and assisting individuals diagnosed with developmental disabilities.

A Master's degree in a field related to developmental disabilities.

OR

Bachelor's degree in a field which offers content related to developmental disabilities, such as social work, psychology, counseling, or special education and three years' employment in a field related to developmental disabilities. Experience working in a California Regional Center is required.

SPECIAL REQUIREMENTS:

Possession of a valid California driver's license, and minimum legal automobile liability insurance required; the ability to provide personal automobile transportation during working hours and after-hours emergencies or access to another form of reliable transportation which meets these minimum legal requirements.

Specific experience and/or education in one or more of the following areas may be required:

- Cultural Competence
- Social Work
- Rehabilitation
- Special Education
- Child Development
- Clinical Counseling
- Sociology
- Social Justice
- Developmental Psychology

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

KNOWLEDGE AND ABILITIES:

Specialized Service Coordinators shall possess some of the following knowledge at time of hire and have the ability to acquire the remainder through experience at Westside Regional Center.

Knowledge of principles, objectives, techniques of counseling individuals, couples, and groups; knowledge of human growth and development; dynamics of family relationships; knowledge of available resources which can be utilized by individuals; ability to identify and utilize generic service organizations.

Knowledge of eligibility requirements for generic service organizations; ability to interview skillfully and interpret the information; ability to work independently and exercise

judgement in making decisions; ability to work as part of an interdisciplinary team; ability to stimulate the cooperation of individuals, their families and community agencies; ability to maintain case records in a clear and concise manner.

Knowledge of developmental disabilities and case management functions; ability to work with community agencies; possession of excellent interpersonal communication skills; ability to identify individual needs and connect them with available resources.

ESSENTIAL FUNCTIONS:

- Writes concise, accurate and objective interdisciplinary notes regarding the current status of the client and related service coordination activities on a regular basis
- Communicates effectively in person, on the telephone and in writing
- Complies with the use of agency communication technology, e.g. changes voice mail message daily; responds to voice mail and email in a timely manner
- Organizes, prioritizes, and coordinates work activities
- Reads, interprets, and follows complex policies, procedures, laws, and regulations
- Interacts tactfully and effectively with those contacted in the course of work
- Performs work under stressful conditions, as required
- Uses initiative and sound, independent judgement within established guidelines
- Maintains current workload with accurate and complete documentation
- Enters and maintains TCM/ID notes for each case management activity
- Attends all meetings with punctuality
- Conducts meetings, interviews, and evaluations; interprets and documents data
- Visits individuals in their homes, schools, and day programs
- Understands and utilizes sound administrative, case management, and counseling principles
- Represents the agency's philosophy, policies, and standards in a professional manner in the community and in the office
- Adheres to a reliable work schedule, i.e. punctuality in reporting to work and in using consistent sign-out methods
- Records accurately and timely on time sheet and mileage form
- Other duties as assigned