



## **Position Posting:**

### **Service Coordinator -Epic**

**Pay Rate- \$17.00 per hour**

**Full-Time**

#### **Position Purpose:**

The Service Coordinator-EPIC has the primary responsibility for the overall service delivery/early intervention services. The Service Coordinator assists and enables an eligible child and the child's family to receive the rights, procedural safeguards, and services that are authorized under the State of Virginia's Early Intervention program, and provide necessary support, assistance, and guidance to families to meet their specific needs.

#### **Primary Duties:**

- Assist the manager in the implementation of early intervention services within the EPIC program in accordance with organization goals, program philosophy and standard industry practices insuring high quality outcomes for infants and toddlers and their families.
- Complete screenings, intake, eligibility, IFSP, and discharge services for families.
- Complete accurate and timely IFSPs and other documentation as specified by Part C, insurance companies, and therapy provider companies.
- Initiate and evaluate eligibility for Early Intervention Services for referred families, and maintain services once started.
- Facilitate team evaluations to include assessment for service planning, developing the Individualized Family Service Plans, incorporating therapist's findings and goals and parent preferences into the document, and updating each IFSP at least every six months or upon request by family, team member or physician.
- Serve as a liaison with families and other service organizations and assist fully in accessing needed resources for the family.
- Work to ensure there is no child/family waiting for eligible services beyond standard insurance and Part C regulations.
- Interact with the child's physician, nurses, and specialists to ensure the child is receiving proper physical, medical, and developmental services.
- Evaluate each child and family's natural environment to ensure the children are in a safe, healthy environment, and follow-up with community resources if needed.
- Communicate effectively and conduct oneself in a professional manner, manage conflicts, and balance multiple priorities effectively.
- Conduct and monitor Individualized Family Service Plan meetings to assist families in identifying their preferences, needs, priorities, strengths and weaknesses, and outcomes.
- Complete assessment for service planning meetings, IFSP reviews, annual reviews, therapy evaluations, and discharge meetings for all children eligible for services. Monitor the quality and appropriateness of services on an on-going basis.
- Link families to necessary community resources and assist families in becoming self-advocates.
- Monitor the safety and security of the child/family situation and refer families to CPS and the court

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system as appropriate.

- Coordinate and monitor the delivery of available services, across agency lines.
- Continuously seek the appropriate services and situations necessary to benefit the development of each child being served for the duration of the child's eligibility.
- Achieve and maintain highest standards for certification in Virginia.
- Be available as an IFSP team member (2nd discipline) to evaluate children for eligibility into Part C services if providers are unable to complete, as needed.
- Participate in Child Fair activities during one weekend in August if requested.
- Refer families to support groups as needed.
- Complete billing and case note records for caseload daily, maintaining productivity and accuracy.
- Maintain electronic charts and keep all service plans, family cost share, eligibility and general records up to date for caseload.

### **Education:**

A Bachelor's degree in a related Human Services field is required. Certification through the Infant and Toddler Connection as an Early Interventionist is required within 90 days of hire. Highest Standards and certification are preferred.

### **Experience:**

A minimum of two years related experience or a combination of education and experience.

Skills Knowledge & Abilities: Successful experience in Service Coordination or Case management and work experience with children with disabilities is preferred

### **Competencies:**

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- Teamwork: Working as a productive member of a cohesive group toward a common goal, and contributing to team development and effective team dynamics
- Attention to Detail: Taking responsibility for a thorough and detailed method of working
- Accountability: Accepting responsibility that results in anticipation/prevention of problem areas from actions, and problem solving inside and outside the department/organization
- Collaboration: Develops cooperation and teamwork while participating in a group, working toward solutions which generally benefit all involved parties
- Initiative: Does more than is required or expected in the job. Goes beyond expectations in the assignment, task, or job description without being asked
- Innovation: Applies original thinking in job responsibilities and to improve processes, methods, systems,



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or services

- Confidentiality: Respect and adherence to ethical principles regarding data protection and confidentiality of information
- Attendance and Punctuality: Contributes reliably to the workplace by being in attendance regularly and by arriving punctually and leaving at the expected time
- Positive Attitude: Exhibits an attitude that expresses favor towards people, places, things or events
- Effective Communication: Creates an atmosphere in which timely and high-quality information flows smoothly up and down, inside and outside the organization. Encourages open expression of opinions and ideas.

### **Equal Opportunity Employer/Protected Veterans/Individuals with Disabilities**

VersAbility Resources, formerly known as The Arc of the Virginia Peninsula, has been serving individuals with disabilities and their families for over 60 years. We support 1,600 people with disabilities each year in early childhood, community living, day support, and four different employment programs. We serve the entire Hampton Roads region and the 10 counties on the Middle Peninsula/Northern Neck.

With a budget of nearly \$44 million and over 1,000 employees, we are a major service provider, business, and employer. We subcontract with disability-serving agencies across the country to fulfill four nationwide contracts and have created 300 jobs for people with disabilities across the globe. We are a capable business partner, engaged in federal contracting, manufacturing, packaging, digitization, recycling, and more.

### Our Vision

We envision a world where people with disabilities enjoy dignified, productive lives of their choosing as fully accepted members of society.

For more information and to apply, visit: <https://recruiting.ultipro.com/ARC1009ARCVP/JobBoard/216d4d69-3d04-486f-b34c-7681bed6cdde/OpportunityDetail?opportunityId=573c89a2-691c-4c15-a26d-d4a130bf6e1b>

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