



Approved by: Byron L. White  
Approval Date: 4-30-10

**Job Title:** Program Coordinator I

**Status of Employment:** Non-exempt/Hourly wage

**Department/Location:** Residential Services Programs

**Reports To:** Director of Services, Director of Quality Assurance or Residential Director

**Position Summary:** The employee will coordinate services for customers assigned to his/her caseload. Services include, but are not limited to: housing, finance, family relationships, social activities, education, employment, health, recreations, mobility, protective services, and records. Coordination of services also includes the development, implementation and review of the Person Centered Plan (PCP). The PCP identifies the individualized supports needed to achieve greater independence and participation in their community.

**General Purpose:** The position has two main functions: provide support to customers in identifying and attaining life outcomes; and ensure supports provided by Community Options reflect the highest quality as defined by the accreditation standards from the Council on Quality and Leadership (CQL).

**Position Responsibilities:**

- Support customer(s) in identifying personal outcomes and support preferences through a person-centered planning process
- Ensure appropriate assessments have been completed at least 30 days prior to planning meeting; assessments will identify customer's goals, outcomes and supports
- Support the customer, at his/her discretion, to invite family or friends to participate in the planning process and facilitate the person-centered planning meeting.
- Ensure each customer's PCP clearly details supports needed to attain desired outcomes
- Complete and distribute Monthly Progress Notes and Goal Reviews
- Support the customer in identifying roles and arranging necessary supports to participate in meaningful roles in their community and by maintaining staff/customer daily activity schedules
- Ensure customer's budget is followed and appropriate receipts and financial records are maintained
- Ensure customer's rights and dignity are respected at all times; review Rights Assessment with each customer prior to their PCP and assure customer is provided due process regarding any restriction of rights or use of behavioral interventions
- Assure customer's PCP includes the supports necessary to maintain a safe and clean house; visit each customer's home at least quarterly to observe the cleanliness and safety

- Complete Monthly Progress Notes and Goal Reviews of each customer's health status and medical supports to include, as appropriate, medication records, doctors' orders, doctor appointments and results, diet and hygiene, and personal visits with each customer
- Provide continuous quality feedback to the customer and support team by including written summaries of all support areas (may include but are not limited to daily observation notes, review of outcomes and progress made) in Monthly Progress Notes and Goal Reviews
- Develop written recommendations to address any quality issues and ensure support staff implements necessary actions; may require additional training for staff on customer's individualized supports
- Implement quality enhancement process completed by the State Developmental Disabilities agency and include recommendations in action plans for support staff
- Maintain regular communication with each customer, their family or guardian and State Developmental Disabilities agency to review and resolve any support issues
- Visit with each customer at least monthly to ensure continued customer satisfaction with support and services provided to them by the agency and overall life satisfaction
- Observe customer and staff interaction to ensure staff understand and are able to implement customer's Person Centered Plan
- Review all documentation pertaining to each customer completed by support staff and professional staff (i.e. incident reports, medication errors, daily observation notes, log notes)
- Attend meetings or training sessions and participate on agency or non-agency committees as directed by supervisor
- Accurately complete documentation and reporting requirements within established time lines
- Know, understand, and implement Community Options, Inc. policies and procedures.

**Essential Skills and Experience:**

- Bachelor's degree required; degree in Social Work, Psychology, Behavioral Sciences, or related field preferred.
- CPR/First Aid certified or individual must successfully complete and become certified within initial 30 days of employment
- Must complete other training as directed by agency policy, including DD Certification
- Must have a valid Driver's License, reliable transportation and insurance for the vehicle as required by the statutes of their licensing state and acceptable driving record

**Other Skills and Experience:**

- Proficient computer skills including experience with Microsoft Office, Word, Excel, and PowerPoint
- Strong organizational and time management skills
- Ability to communicate effectively in writing and orally

**Reporting to this position:** None

**Physical Demands and Work Environment:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

- Physical demands: While performing the duties of this job, the employee is required to walk; sit; use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; balance; stoop; talk or hear. The employee must occasionally lift and/or move objects weighing up to 50 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Work environment: While performing the duties of this job, the employee will be required to work various shifts dependent upon the customer's schedule including morning, afternoon, evening, overnight, weekends, and holidays. Work locations will be at the customer's home, place of work or volunteer site and in the community.

**Acknowledgement and Sign-off:** The statements above are intended to describe the general nature and level of work performed by individuals assigned to this position. The job description is not an exhaustive list of the knowledge, skills and abilities required for the position. All employees may be required to perform duties outside of the normal responsibilities as needed. The employee is expected to adhere to all company policies and to act as a role model in the adherence to those policies. Failure to adhere to company policies and the job description may result in disciplinary action, up to and including termination. The job description may be changed at any time, with or without advance notice to the incumbent employee.

Employment at Community Options Inc. is on an "at-will" basis and is for no definite period of time. Employment may be terminated at any time, with or without cause, regardless of the date or method of payment for wages or salary. Other than the President of Community Options Inc., no supervisor, manager or other person, irrespective of title or position, has the authority to alter the at-will status of the employee(s) or to enter into any employment contract for a definite period of time with the employee(s). Any agreement with an employee that alters the at-will employment status must be in writing and signed by the President of Community Options Inc.

I have read and understand this explanation and job description.

**Employee Name (print)** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Replaces (position):** None