



**JOB TITLE:** Service Coordinator  
**DIVISION:** Professional  
**REPORTS TO:** Program Director

**REVISION NO.:** 12  
**REVISION DATE:** 1/2022

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**POSITION SUMMARY:**

The Service Coordinator is the contact point for all services provided by Reach For Your Potential. Parents, other providers, guardians, members, and staff rely on the Service Coordinator for answers to their questions relating to the lives of the member. Service Coordinators maintain close contact with vocational providers, guardians, and case managers. There is a great deal of responsibility held in this position, as the Service Coordinator also supervises the staff working with the members.

**ESSENTIAL JOB FUNCTIONS:**

- Responsibilities with staff (Facilitators and Direct Care):
  - Assist in hiring and promotion
  - Supervision, training, and evaluation
  - Discipline and termination
  - Direct monthly meetings and keep record of meetings for Facilitators and DC staff.
- Responsibilities with other departments:
  - Assist the Financial Department with member finances and any time sheet issues for staff.
  - Assist the Medical Department as needed with transportation and staff accompaniment to medical appointments. Have good communication with the Medical Department regarding member health needs/concerns.
  - Assist the QA Department with maintaining member documentation to the IAC standards.
  - Assist the Schedule Clerks with scheduling issues that may occur, including filling open shifts, and with daily phone check-ins as needed.
- Responsibilities with Interdisciplinary Team Members:
  - Coordinate individual service planning for each member and ensure that individual service plans are reviewed semi-annually.
  - Work with IDT to identify appropriate services for members within RFYP and with outside agencies.
  - Maintain regular and consistent contact with members, parents, guardians, and other agencies.
- Responsibilities with members:
  - Transport members as needed as well as assist in coordinating transportation for member activities.
  - Ensure goals work and supports are provided in accordance to individual program planning.
  - Ensure member's homes are well maintained including cleanliness, organized, stocked with food and supplies, etc.
  - Make consistent and frequent visits to member locations in order to make contact with members and ensure the home is well-maintained.
  - Coordinate plans for when a new member moves in, when members move to another RFYP location, or when a member discharges from RFYP services.
- Office responsibilities:
  - Attend weekly professional staff meetings and Service Coordinator meetings.
  - Attend scheduled as well as impromptu meetings as requested by your supervisor and/or the Executive Director
  - Complete Reach For Your Potential member and agency related paperwork in a timely manner with a result that is professional and quality.
- Respond to concerns within 48 hours, with a response time dependent on the nature of the concern.
- Complete other duties as assigned.

**JOB REQUIREMENTS:**

**EDUCATION/ EXPERIENCE:**

Bachelor's Degree from an accredited college or university in the social or behavioral sciences, and one year of post-degree experience in the delivery, planning, coordination, or administration of human services, or

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High school degree (or its equivalent) and three years of post-degree experience in the delivery, planning, coordination, or administration of human services or

A combination of required education or experience which totals five years. At least one year must be experience as outlined above.

**SKILLS:**

Must be able to read, write, and communicate effectively with members and staff. Patience in working with disabled adults in necessary. Needs to have a caring attitude and be supportive and encouraging to members. A driving record that qualifies you to drive agency vehicles is required; sufficient automobile insurance to qualify you to transport members in your personal vehicle is preferred.

**COVID-19 PRECAUTIONS:**

RFYP staff provide a wide variety of home and community-based, health-related services that support people with disabilities. Services provided may include personal care, activities of daily living, access to health services, socialization, and more. All staff need to be aware of how COVID-19 spreads, risk factors, and prevention actions. According to the Centers for Disease Control and Prevention (CDC), COVID-19 can have a wide range of symptoms that may appear 2-14 days after an individual contracts the virus. Symptoms include fever, shortness of breath, chills, shaking, muscle pain, headache, sore throat, and loss of taste or smell.

All RFYP staff are required to follow the Mask Policy, use all required PPE, follow disinfecting procedures, practice physical/social distancing, and follow handwashing policies. All employees reporting to work will be screened for respiratory symptoms and have their body temperature taken as a precautionary measure to reduce the spread of COVID-19. Staff will be sent for further testing if any symptoms of COVID-19 are present.

**SUPERVISORY RESPONSIBILITIES:**

Supervise Residential Facilitators, Job Coaches, Direct Care Staff, volunteers, and interns.

**EQUIPMENT TO BE USED:**

Must be able to operate computer and other office machines such as fax, calculator, telephone, etc.

**TYPICAL PHYSICAL DEMANDS:**

Requires sitting, standing, bending and reaching. May require lifting up to 50 pounds. Requires manual dexterity sufficient to operate standard office machines such as computers, fax machines, calculators, the telephone and other office equipment.

**WORKING CONDITIONS:**

Participates in weekend shift rotation and Service Coordinator on call rotation. Occasionally called upon to work overtime or odd schedules. Typically works in an office setting, although may be called upon to work direct care at a residential location.

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Employee Signature

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Date

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Employee Printed Name