



*POSITION: Long Term Services and Support Coordinator (LTSS)*

*JOB LOCATION (specify): San Diego, Imperial Valley, North County, Honolulu*

*STATUS (specify): Full-Time, Part-Time, Non-Exempt, Exempt*

*REPORTS TO: Program Manager*

### **MINIMUM REQUIREMENTS:**

Successful clearance of Background/DOJ Live Scan and proof of a valid driver's license and current automobile insurance and/or ability to get around the community as necessary

### **ORGANIZATION DESCRIPTION:**

Access to Independence of San Diego, Inc., a Center for Independent Living (CIL), is a nonresidential, cross-disability, non-profit corporation that offers programs specific to people with disabilities to help maximize independence and fully integrate into the community. As a non-profit organization, all program staffing is contingent upon funding.

### **Job Purpose:**

Under the supervision of the Program Manager, the primary goal of the LTSS Coordinator is to assist persons with disabilities reach consumer-driven goals related to enhancing, improving or maintaining their independence through the provision of programs as well as connecting consumers to community services and options. The LTSS Coordinator assists consumers navigate community resources, provides relevant information and referrals to community services, conducts risk screenings/assessments, navigates long-term and short-term care options and short-term case management. The LTSS Coordinator also facilitates educational workshops aimed at improving, reducing, or eliminating societal stigmas about disability with the purpose of empowering people and cultivating a new generation of life-long advocates. The LTSS Coordinator must have vast knowledge of local and national resources, entitlement programs and benefits specific to people with disabilities and seniors. The LTSS Coordinator performs various duties in support of Access to Independence mission and may also have unique duties and responsibilities associated with a particular grant.

### **Education and Work Experience:**

- Associate's or Bachelor's degree in a related field with a combination of lived experience, preferred
- 3 years' experience in social service industry or related field can be substituted for education
- Bilingual, American Sign Language certified; preferred but not required

### **Primary Duties and Responsibilities:**

- Determines consumer's needs and capabilities, through assessments and links consumers to benefits and relevant community resources
- Assists consumers in one-on-one settings with applying for relevant benefits, such as SSI, SSDI, affordable housing programs, programs that address food insecurity and others
- Facilitates the development and implementation of consumer-driven goals that enhance a consumer's independence and quality of life

- Works one on one with consumers navigating community resources
- Conducts risk screenings/assessments
- Navigates long and short-term care options with consumers
- Navigates available benefits options with consumers and assists with applications
- Provides short (less than 90 days) and long-term (more than 90 days) service coordination/case management
- Provides regular and consistent follow-up interventions to ensure consumer meets goals
- Meets one-on-one and/or group settings with consumers with attention to cultural relevance and competency
- Provides coordinated services in compliance with all organizational policies and is expected to meet program performance objectives and productivity standards as set forth by management
- Establishes trusting, collaborative relationships with consumers, family members, and the community
- Provides outreach services to the community, with primary focus on entities supporting individuals with disabilities
- Provides expertise to the team in areas related to trending disability needs
- Serves as ongoing support to consumers, including providing information and education to family members and other support persons
- Carries a caseload of consumers (caseload amount determined by management, program, grant requirements and other factors)
- Demonstrates a commitment to the philosophy of Independent Living, including consumer-control, peer support, assistive technology, self-determination, equal access, individual and systems advocacy
- Completes required reports that can be grant-related or as required by Program Manager
- Ensures all work-related database entries are completed by 5 PM Friday of the week the activities occurred
- Ensures that all documentation is maintained accurately and confidentially in the organization's database system by keeping updated, clear and concise case notes

**Other Duties and Responsibilities:**

- Complies with all organization policies and procedures including HIPAA standards
- Demonstrates commitment to professional growth by attending in-service trainings and staff development programs, and seeking out supervision when needed
- Familiar with and understands the organization's mission, policies, and follows administrative chain of command
- Attains and maintains a minimum degree of training and knowledge in cultural competency, co-occurring and gender responsiveness and routinely demonstrates these traits in every day work relationships
- Participates in regularly scheduled staff meetings, provides feedback and displays a disposition of positive teamwork and accountability
- Displays regular and reliable attendance. Reports to and departs from work on time, as scheduled, and accurately reflects all time on time card
- Provides team back up when coverage is needed and assists in the orientation of new staff in the form of job-shadowing
- Other duties/special projects as assigned. The above duties are not intended to be an exhaustive list of all responsibilities and duties

### **Knowledge, Skills and Abilities:**

- Crisis intervention skills
- Possesses and demonstrates effective assessment skills
- Proven knowledge and on-going ability to understand assistive technology that benefits people with various types of disabilities
- Resourcefulness about local and national resources that benefit people with disabilities and their family
- Utilizes logical problem-solving techniques both independently and in collaboration with the team in dealing with consumer needs
- Interacts positively with persons of diverse disabilities, diverse socio-economic backgrounds and education
- Fosters excellent rapport with consumers and builds trusting and motivating relationships
- Prioritizes and manages responsibilities as evidenced by timely completion of tasks
- Maintains positive morale and unit cohesion as evidenced by maintaining a cooperative and flexible attitude toward coworkers, showing adaptability to change, exhibiting effective communication and interpersonal skills, and taking initiative to solve problems

### **Personal Characteristics:**

The LTSS Coordinator should demonstrate competence in all of the following:

- **Behave Ethically:** Understand ethical behavior and ensure that own behavior and the behavior of others is consistent and aligns with the values of the organization
- **Build Relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the program
- **Communicate Effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques. Possess excellent written and oral communication and presentation skills. Display high comfort in public speaking
- **Focus on Consumer Needs:** Anticipate, understand and respond to the needs of consumers to meet or exceed their expectations within the organizational parameters
- **Improvement-Oriented:** Accepts feedback from peers and management in key areas where improvement is necessary and is self-aware of strengths and challenges and brings those forth to management to create a productive environment that maintains and enhances qualifications, knowledge and skills related to the job
- **Foster Teamwork:** Work cooperatively and effectively with others to achieve goals and resolve problems
- **Organize:** Set priorities, develop a work schedule that effectively allows for the timely completion of all activities

**Work Environment and Reasonable Accommodations:**

This position is primarily in an office setting but may involve meeting a consumer in the community such as a person's home or, where accessibility is an issue, an accessible location pre-determined and approved by the Program Manager. Periods of sedentary work and data entry are required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. The LTSS Coordinator is a Monday – Friday, 8am-5pm position that primarily performs most duties in an office and may require occasional weekend work and travel. All security systems, database, consumer files, and ancillary reporting tools are strictly and solely administered within the confines of the organization in order to maintain consumer confidentiality

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Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date