



Initial Service Coordinator Roles and Responsibilities

Job Summary: An Initial Service Coordinator provides assistance to individuals seeking enrollment onto the NHTD/TBI waiver program. An Initial Service Coordinator is responsible for completion of all tasks related to the development and submission of an Initial Service Plan. An Initial Service Coordinator does not have an active caseload or provide direct case management services to an applicant.

Initial Service Coordinator Responsibilities

1. Support applicant's Right to Choose
2. Avoid Conflict of Interest
3. Reviews Initial Intake Forms
4. Follow A1 SC business operations, policies, and procedures.
5. Complete the following tasks for the development of Initial Service Plan; including but not limited to: conduct conversations via phone and/or video chat with the applicant and/or informal/formal support/s to; determine what waiver services the participant is requesting and/or needs to maintain health, safety and well-being; Secure non-waiver sources of support – informal caregivers (family, friends, neighbors, etc.), non-Medicaid services, such as ACCESS-VR, and Medicaid funded services (physician, personal care, nursing, etc.); Establish Service Plan Goals; Obtain medical records
6. Secure waiver and non-waiver services (HCSS, ILST, PBIS, CIC, SDP, CTS, Assistive Technology)
7. Secure signatures on all required NHTD/TBI/A1SC documentation
8. Obtain any supplemental documentation.
9. Assist with securing Housing (if applicable)
10. Assist with transitioning from Skilled Nursing Facility / Nursing Home (if applicable)
11. Write / Complete the following within the time determined by Supervisory team:
 - a) Initial Service Plan
 - b) Plan of Protective Oversight
 - c) Insurance Resource and Funding Form (**NHTD only**)
 - d) Waiver Contact List
 - e) Assistive Technology Forms (if applicable)
 - f) Environmental Modification Forms (if applicable)
 - g) CTS Forms (if applicable)
 - h) Any other required documentation
12. Complete all corrections requested by A1 SC the director/s and/or supervisor and/or the Regional Resource Development Center (RRDC)
13. Participate in virtual meeting/s with participant/informal support/s to introduce and orient the On-going Service Coordination team (Assigned On-going Service Coordinator and On-Going Service Coordination Supervisor)
14. Participate in required A1 Service Coordination Meetings
15. Communicate with the Ongoing Service Coordination team (Ongoing SC and SC Supervisor) during the initial development phase and for approximately 30 days upon waiver enrollment.



- a) Assistance to be provided by Enrollment Supervisory team, as needed.
16. Reach out to the Director/s and/or supervisor/s for assistance with any direct case management needs an applicant may have, so tasks can be completed during the development phase.
 17. Conduct initial Service Coordination interviews with applicants and/or their informal support/s, as needed.
 18. Participate in all required NHTD/TBI trainings, upon hire and annually
 19. Assist Management team with agreed upon responsibilities outside of these responsibilities upon Management request.
 20. Reports directly to Initial SC Supervisor

Required Knowledge and Skills & Materials

Possess a knowledge and understanding of the TBI and NHTD Waiver programs and the Initial Service Plan. Have knowledge and understanding of the challenges facing individuals who have developmental, medical, and cognitive disabilities. Must feel comfortable working independently and ensuring that tasks are completed on time. Must have a good working knowledge of Microsoft Office with an established home office to complete work. Must have strong advocacy skills, time management skills, organizational skills, and the ability to handle large amounts of paperwork. Must also effectively communicate both verbally and in writing. Must have the ability to make decisions and problem-solve.

Position Specifics

- An Initial Service Coordinator will complete Initial Service Plans for applicants in all approved areas including Bronx, Brooklyn, Queens, Manhattan, Staten Island, Westchester, Orange, Putnam, Dutchess, Sullivan, Ulster, and Rockland Counties.
- Work hours are flexible, and the Initial Service Coordinator will work remotely.
- An Initial Service Coordinator must attend all trainings.
- An Initial Service Coordinator must complete all job-related roles and responsibilities.

Education and Experience

1. Master's of Social Work.
2. Master's in Psychology.
3. Registered Physical Therapist - Licensed by the NYS Education Department.
4. Registered Professional Nurse -Licensed by the NYS Education Department.
5. Certified Special Education Teacher - Certified by the NYS Education Department.
6. Certified Rehabilitation Counselor - Certified by the Commission of Rehabilitation Counselor Certification.
7. Licensed Speech-Language Pathologist - Licensed by the NYS Education Department; or
8. Registered Occupational Therapist - Licensed by the NYS Education Department.

The individual shall have, at a minimum, one (1) year of experience providing service coordination and information, linkages, and referrals regarding community-based services for adults with disabilities and/or seniors, OR



- a) Be an individual with a bachelor’s degree and two (2) years’ experience providing service coordination for individuals with disabilities and/or seniors and knowledge about community resources; or
- b) Be an individual with a High School Diploma with three (3) years' experience providing service coordination for adults with disabilities and/or seniors and knowledge about community resources.
- c) Be an individual who has successfully served as a Regional Resource Development Specialist for one (1) year.

Initial Service Coordinator agrees to these responsibilities and has the experience and/or educational requirements for this position.

Name of Initial Service Coordinator: _____

Signature: _____

Date: _____