



On-Going Service Coordinator Roles and Responsibilities

Job Summary: An On-Going Service Coordinator aids individuals enrolled onto the NHTD/TBI waiver program. An On-Going Service Coordinator is responsible for completion of all tasks related to the development and submission of an On-Going Service Plan. An On-Going Service Coordinator can have a maximum active caseload of twenty-five (25) participants. *Please note: the On-going SC's caseload will be adjusted accordingly by management to accommodate participants with greater needs and/or to allow the On-Going SC to function as both an On-going and Initial Service Coordinator.*

On-Going Service Coordinator Responsibilities

1. Support participant's Right to Choose
2. Avoid Conflict of Interest
3. Follow A1 SC business operations, policies, and procedures.
4. Complete the following tasks for the development of Revised Service Plan; including but not limited to: conduct conversations via phone and/or video chat with the participant 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, etc.
5. Secure waiver and non-waiver services
6. Assist with Change of Provider process, as needed.
7. Assist with the Change of Service Coordination Agency Process, as needed.
8. Secure signatures on all required NHTD/TBI/AISC documentation
9. Obtain any supplemental documentation, as needed.
10. Assist with securing Housing (if applicable)
11. Write / Complete the following within the time determined by Supervisory team:
 - a) Revised Service Plan
 - b) Plan of Protective Oversight
 - c) Insurance Resource and Funding Form (**NHTD only**)
 - d) Waiver Contact List
 - e) Service Coordination Individualized Service Report (ISR)
 - f) Service Coordination Detailed Goal Plan (NHTD only)
 - g) Assistive Technology Forms (if applicable)
 - h) Environmental Modification Forms (if applicable)
 - i) CTS Forms (if applicable)
12. Complete all corrections requested.
 - a) By AISC the director/s and/or supervisor and/or
 - b) By the Regional Resource Development Center (RRDC)
13. Review, complete and submit Serious Reportable Incidents to direct supervisor for submission to the RRDC within the allotted times.
14. Review, complete and submit Non-Reportable Incidents to direct supervisor.



15. Review, complete and submit NHTD/TBI Housing paperwork to direct supervisor for submission to the RRDC within the allotted times.
16. Maintains successful relationships with applicants, participants, waiver providers, the Regional Resource Development Center, and other parties of interest.
17. Schedule, facilitate, conduct team meetings, and complete all paperwork associated with team meetings with required NHTD/TBI/AISC times.
18. Schedule, facilitate, conduct monthly visits, and complete all paperwork associated with monthly visits as per the participant's choice.
19. Participant in all phone calls/virtual meeting/s with applicants/participant/informal support/s
20. Participate in required A1 Service Coordination Meetings
21. Communicate with the Initial Service Coordination team during the initial development phase and upon waiver enrollment for guidance and support as needed.
22. Participant in transition meetings with the Enrollment department for new Waiver enrollees
23. Reach out to the Director/s and or supervisor/s for assistance with any needs a participant may have.
24. Participate in all required NHTD/TBI and A1 SC trainings, upon hire and annually.
25. An ongoing SC can function as an Initial Service Coordinator as needed (*Case load will be adjusted accordingly*)
26. Assist Management team with agreed upon responsibilities outside of these responsibilities upon Management request.
27. Reports directly to On-Going 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 of Social Work.
2. Master 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.

The On-Going Service Coordinator agrees to these responsibilities and has the experience and/or educational requirements for this position.

Name of On-Going Service Coordinator: _____

Signature: _____

Date: _____