

**Job Description**  
**Northeast Pennsylvania Center for Independent Living**  
**CSPPPD Service Coordinator**

**GENERAL SUMMARY:**

Reporting to of the Manager of Consumer Services Programs for Persons with Physical Disabilities (CSPPPD) the Service Coordinator facilitates the intake and enrollment process for eligible persons into the CSPPPD Waivers. This position coordinates services and supports to individuals accessing services through CSPPPD waivers.

Age specific needs of the consumer must be appropriate.

Jobs reporting to this position: None

**EDUCATION & WORK EXPERIENCE:**

Minimum Bachelor's Degree in social services or related field required.  
One year working in service coordination preferred.

**SPECIAL EMPLOYMENT REQUIREMENTS:**

Ability to work in concert with several co-workers in a fast-paced environment.  
Excellent written and oral communication skills.  
Proficiency in MS Word and Excel.  
Must have strong organizational skills.  
Ability to work independently on assigned tasks.  
Strong knowledge of basic algebra skills.  
Access to a reliable transportation.

**CHARACTERISTIC DUTIES & RESPONSIBILITIES OF JOB:**

*Estimated*

*Percent of time*

**ESSENTIAL ELEMENTS**

80%      Service Coordination: Assist consumers and applicants with obtaining services that enable them to live independently in their community, i.e. medical equipment, accessible home modifications, transportation services, housing, personal emergency response units, and therapies. Facilitate the enrollment process for CSPPPD Waivers, including eligibility determination, service plan development, and coordination between enrollment agencies (Physician, AAA, CAO, home health agencies, fiscal/payroll, etc). Monitor consumer services through telephone calls and home visits on a regular basis to ensure health and safety. Work with hospital, agency, and housing coordinators in order to ensure the consumer receives proper care. Assist existing and potential consumers locate accessible housing, file for and maintain section 8 vouchers,

complete housing applications, and work with housing authority to obtain rental agreements. Provide advocacy, peer counseling, and information and referral services to existing and potential consumers. Assist the consumer in registering new attendants and coordinate with fiscal department on payroll issues. Complete annual reviews and critical revisions to the consumer's budget to ensure services, via the Home and Community Services Information System (HCSIS). Maintain consumer files, update and revise forms, obtain signatures, and consumer demographics. Assist consumers in obtaining medical supplies and equipment from vendors. Obtain necessary forms from vendors and submit check requests as required.

15% Ensures the completion of monthly reporting (referral forms, CRM's, and training forms). Attend internal and external trainings, workshops, and meetings on a monthly basis. Develop informational brochures and on occasion perform outreach and advocacy at various agencies.

5% Other duties as assigned.

*The above statements reflect the general duties considered necessary to describe the main functions of the position and shall not be considered as the detailed listing of all the job requirements that may be part of this position.*

### **PHYSICAL DEMANDS:**

Sedentary work: duties require exerting up to 20 lbs. of force occasionally (10-33% of the time) and/or a minute amount of force frequently to lift, carry, push, and pull items such as files. Involves bending, reaching, stooping, and lifting occasionally. Local travel is required in this position, so the candidate must have the ability to drive.

### **ACCIDENTS OR HEALTH HAZARDS:**

Position involves local travel to individual homes as well as hospitals/nursing facilities. Exposure to certain ailments is a possibility.

### **WORKING CONDITIONS:**

Local travel in the community; works in a well-lit office area.

I have read and fully understand the responsibilities of this position for which I have been employed by NE PA CIL.

Employee Signature

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Date

Print Name

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