



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 provides services, through designated programs, to people with disabilities to help maximize independence and fully integrate into the community with the following (non-exhaustive) core services: Information And Referral, Housing, Independent Living Skills Training, Peer Counseling, Systems/Individual Advocacy, Youth Transition, Transition from Institutions, Diversion, and Assistive Technology. In addition, Access to Independence provides the following fee-for-service programs: AT Assessments, Employment, ADA consulting, Disability Management Training workshops. 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 Independent Living (IL) Services Coordinator is assisting persons with disabilities to reach consumer-driven goals related to enhancing, improving or maintaining their independence through the provision of programs offered at the CIL and connecting people to community services. The IL Services Coordinator performs various duties in support of Access to Independence mission as well as all programs 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
- 7 years' experience in social service industry or related field
- Bilingual, American Sign Language certified; preferred but not required

Primary Duties and Responsibilities:

- 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
- Obtains demographic data regarding consumers to determine needs and capabilities in order to link consumers to our programs and/or other community resources
- Identifies consumer's skills, training needs, and other resources to support independent living objectives

- Facilitates the development and implementation of consumer-driven goals that enhance a consumer's independence and quality of life
- Assesses and connects people with appropriate technology needs that matches their capacity and available resources
- Trains consumers in the use of technology that builds a consumer's capacity to remain or maintain independence
- Provides outreach services to the community, with primary focus being entities supporting individuals with disabilities
- Provides expertise to the team in areas related to trending disability needs
- Provides team back up when coverage is needed and assists in the orientation of new staff in the form of job-shadowing
- 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
- Works with consumers one-on-one and in groups, both at the branch, or where applicable, an individual's home and/or community environment, as appropriate
- Documents all consumer information, IL goal information, tracks progress and all community service activities using the organization's database
- 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
- Follows the organization's Injury and Illness Prevention Program that promotes workplace safety
- 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 IL Skills 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 Skilled Nursing Facility 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 IL Services Coordinator is a Monday – Friday, 8am-5pm position that primarily performs most duties in an office and may require occasional weekend work. 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