

Service Coordination Manager

Terrell, TX

Rate - \$24.75 DOE



Description

This position is responsible for providing training, consultation and supervision of staff. Responsibilities include audits of service records; tracking/monitoring and reporting of service-related data; ability to complete and analyze a budget, and other quality management activities and special projects, as requested. Provides training as needed to LIDDA Service Coordinators, intake and benefits coordinators as well as coverage for vacant caseloads as warranted, and coverage for other supervisors as designated by the LIDDA Regional Managers, when deemed necessary. The SC Supervisor demonstrates a thorough knowledge of programmatic rules and an understanding of quality of life issues and community resources available in the local service area, the ability to locate and access resources, and ensure that individuals served receive assistance in gaining access to the services and resources that are requested through service coordination, intake and benefits coordination. The position requires frequent use of initiative and independent judgment; aggressive intervention, oversight and supervision of staff who perform service coordination, intake and benefits coordination duties in the local service area, supervision and management of benchmarks and productivity measures, compliance in documentation, and in person contact with individuals, families and service providers when necessary for training and supervisor purposes, or when covering vacant caseloads.

Requires travel within the local service areas for oversight and supervision of designated programs and services, flexible hours and schedule. The LIDDA Service Coordination Supervisor is expected to provide after-hours, holidays, and weekend emergency services as requested or required by duties of the position or as needed. Essential duties include oversight of staff completion of comprehensive service coordination tasks, intake and benefits assessments of individuals served; documentation of services provided and interaction with duties in the local service area.

Duties include quality assurance improvement systems, community education activities, and other additional duties as needed or requested by the LIDDA Regional Manager. Some areas may require management of the CFC intake portal to manage referrals sent by HHSC electronically. Duties are conducted in accordance with HHSC Principles, the LIDDA Performance Contract, and all Medicaid requirements.

Qualifications

Education

Bachelors or better in Criminal Justice or related field.

Bachelors or better in Education or related field.

Bachelors or better in Educational Psychology or related field.

Bachelors or better in Human Development and Learning or related field.

Bachelors or better in Nursing or related field.

Bachelors or better in Social Work or related field.

Bachelors or better in Sociology or related field.

Experience

Required

Preferred Qualifications: At least two years' experience supervising staff who serve persons with intellectual and developmental disabilities; bilingual skills (English/Spanish).

Employee Benefits at Full Time Include:

- Employer-Cost Sharing of Health Insurance (Includes 50% of Elected Dependent Coverage)
- Employer-Paid Short-Term Disability Insurance
- Employer-Paid Term Life Insurance
- Employer-Match Retirement Contributions (up to 5% of Base Salary)
- Optional Dental, Vision, Life and Long-Term Disability Insurance
- Public Service Loan Forgiveness
- 13 Paid Holidays per Year
- 2 Weeks Paid Vacation per Year with Graduating Accrual Rate
- 2+ Weeks of Paid Sick Leave Per Year

Click [here](#) to apply!

