



Title: Community Based Services Coordinator
Department: Community Based Services
Classification: Non-Exempt
Reports to: Sr. Manager of Community Based Services
Revised: July 2022

Summary:

Community Based Services (CBS) Coordinator is responsible for supervising and coordinating support services for families within our Respite & Childcare program. This role leads field teams and ensures that needed respite and support are given to families in need. They will strive for serving as many families as we can with the scheduling skill set to meet a minimum of 70% utilization of available support hours to families. This role will also serve as an ambassador for Unlimited Possibilities in the community, informing families of individuals with special needs of all our programs and services.

Essential Duties and Responsibilities

Scheduling

- Collect field staff availability and skill level
- Collect family needs based on Service Contract and availability
- Pair staff and family based on skill and availability
- Add schedule to Respitrack
- Approve schedules in Respitrack
- Maintain schedules and update as needed
- Respond to call outs and adjust schedule accordingly
 - Update Respitrack
 - Notify family or center
 - Secure substitute
- Secure childcare center clearances for pertinent staff from HR Department

CBS Family Intake

- Maintain positive relationship with Regional Center (RCOC) by being responsive to calls/emails
- Accept referrals from RCOC or add to waiting list
- Send family Welcome Packet and collect pertinent info for Respitrack
- Match family with available field staff and set schedule
- Provide excellent customer service to all parties

CBS Field Staff Supervision

- Support collection of annual maintenance of record – TB test, COVID vaccine CPR certification, required training, etc.
- Collect availability and scheduling each season
- Provide support in communication with family(ies)
- Provide just-in-time support for challenging behaviors in the field
- Conduct Annual Performance Reviews
- Encourage/listen for mission moments to share with Marketing Department
- Conduct site visits as needed

Contract Management

- Review contracts with family to ensure the best arrangement for support is provided. Follow up with Regional Center (RCOC) as needed to advocate on family's behalf
- Confirm contract details with RCOC
- Ensure contract details are correctly entered into database, Respitrack, and are maintained and updated regularly
- Inform family and respite worker of contract updates like contract adjustments
- Monitor contract hours to avoid overages, inform families accordingly
- Ensure respite workers are clocking in under correct contract codes
- Communicate to family and RCOC contract(s) status(es) – through monthly and quarterly utilization reports
- Be mission-centered by serving in the field during peak seasons, when needed

Staff Recruitment & Onboarding Support

- Support recruitment postings on various recruitment sites
- Interview new candidates
- Support candidates with pre-employment requirements – answering questions, sending reminders, etc.
- Lead all or some of New Hire Orientation (NHO) – reviewing protocol, training, orienting, etc.
- Prepare New Hire (NH) schedule based on role and availability
- Send NH post NHO packet and support – Welcome, help them navigate Respitrack, ADP, etc.
- Check-in after first assignment. Perform home/site visit as needed

Training

- Support annual training plan for field staff as needed
 - Plan, organize, inform staff, take RSVPs, adjust schedules/support to families as needed
 - Prepare presentation
- Provide just-in-time support to field staff regarding behavior issues, family support, etc.
 - On-call phone support or site visits as needed

Payroll

- Prepare daily and biweekly payroll reports
 - Verifying clock ins and outs
 - Making timecard corrections as needed
 - Confirming mileage reimbursement
 - Pull contract report to match hours

Requirements:

- High school diploma. Associate or bachelor's degree strongly recommended
- Experience working with people with disabilities is a plus.
- At least 2 years' experience in administrative capacities, with experience relevant to scheduling, customer service, and computer operations. Windows, Microsoft Office proficiency and experience.
- Must successfully pass DOJ background check and be eligible for acceptance by our company commercial auto policy based upon DMV report with annual review thereafter.
- This position requires local travel. Must provide proof of valid CA driver's license and automobile insurance upon hire & at expiration thereafter. Must have a reliable means of transportation.
- Complete/provide proof of negative tuberculosis test result within past 6 months; maintain clearance every year.
- Complete & maintain Infant/Child/Adult CPR & First Aid training or provide proof of certification.
- Certification in ABA preferred, but not required.

Knowledge and Skills:

- Ability to represent UP in an ethical and professional manner.
- Ability to exhibit UP values including the ability to be family focused, being steadfast, human-centered, and thinking beyond.

- Communication skills including strong interpersonal skills, and ability to speak, read and write effectively in the English language.
- Bilingual in Spanish & English.
- Excellent customer service skills.
- Ability to work both collaboratively and independently.
- Ability to organize, prioritize and meet deadlines.
- Ability to exercise independent judgment and reach logical, practical decisions.
- Ability to maintain confidentiality and exercise discretion.
- Exhibit patience, initiative, enthusiasm, adaptability, resourcefulness.
- Exhibit creative problem-solving abilities.
- Strong communication skills including persuasive speaking (both one-on-one and in group setting); ability to listen and respond to questions effectively.