

Job Title: Program Services Coordinator					
FLSA Classification: Non-Exempt/ Sal + OT	Career Band: Program Coordination/Case Management	Career Band Level: S05		Job Code: 2250	
Career Ladder:	Career Ladder Code:	EEO Code: Service Workers	WC Code: 8742	Natural Account: 511005	Payroll Costing Group: Direct
Position Reports to: Program Manager I or Program Manager II					

SUMMARY

Coordinates the development and implementation of services/treatments provided to clients/consumers. Oversees all services provided to individuals and their families, monitors quality of care delivered, ensures mentors comply with contractual terms, and monitors corporate and regulatory program compliance.

ESSENTIAL JOB FUNCTIONS

To perform this job successfully, an individual must be able to satisfactorily perform each essential function listed below.

- Assesses referred clients and coordinates the development of a service plan in conjunction with a treatment team and funding source in accordance with corporate, contractual and regulatory standards. Coordinates and evaluates plan implementation.
- Coordinates the development, review and revision of programs and behavior intervention plans. Provides, monitors and assures that comprehensive support services and oversight are provided on an on-going basis
- Schedules and/or provides opportunities for quality training, recreation and leisure activities with consideration for choice, preference and age-appropriateness.
- Maintains current and complete client and staff reporting records (in some instances Mentor records) in accordance with Mentor and regulatory standards. Assists with all legal, licensing, regulatory and certification activities as needed.
- Assists with pre-service and in-service training to staff. May assist in mentor training, planning and development.
- Maintains current and complete client records and reports in accordance with corporate and regulatory standards.
- Coordinates appropriate training and development for personnel, as well as maintaining staff schedules.
- May secure individual Mentor contracts, complete annual contract reviews for Mentors, and provide timely information as to any changes in client status and status of Mentor homes to management.

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- May maintain current records for all independent contractors on caseload including training, monthly and annual mentor contract compliance forms, respite and support plans, and tracking of respite support work.
- Performs other related duties and activities as required.

SUPERVISORY RESPONSIBILITIES

None required.

Minimum Knowledge and Skills required by the Job

The requirements listed below are representative of the knowledge, skill, and/or abilities required to perform the job.

Education and Experience:

Bachelor's degree in human services or related field and one year of related work experience working with the population served preferred. An equivalent combination of education and experience which provides proficiency in the areas of responsibility listed above may be substituted for the above education and experience requirements.

Certificates, Licenses, and Registrations:

Current driver's license, car registration and auto insurance if providing transportation to individuals receiving services.

AMERICAN WITH DISABILITY STATEMENT

External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential job functions either unaided or with assistance of a reasonable accommodations to be determined on a case by case basis.

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ADDENDUM

Job Title: Program Services Coordinator (aka “Therapeutic Coordinator -MA)
MENTOR State: MA

ADDITIONAL JOB FUNCTIONS

To perform this job successfully, an individual must be able to satisfactorily perform each of the additional essential functions listed below.

MENTOR’s Therapeutic Mentoring (TM) Coordinators are skilled human service professionals that understand the impact that community activities can have on a child’s life. TM Coordinators will provide services in the youth’s home and community. By integrating our TM services with engaging activities we can help the youth we serve meet their treatment goals and receive:

- Provision of anticipatory guidance
- Teaching of alternative coping strategies
- Role playing appropriate social interaction
- Behavioral Rehearsal
- Exposure to social situations in which age appropriate skills can be practiced
- Enhancing conflict resolution skills

TM Coordinators also hold the following job responsibilities:

- Meet with a client base of 8-9 youth weekly
- Meet expectations surrounding paper work deadlines and utilization trends
- Preparation of social skill building activities for each client
- Assist with teaching youth socially appropriate behavior while in the community
- Assist with assessing safety issues that may have an impact service provision

Additional Knowledge and Skills required by the Job

The requirements listed below are representative of the additional knowledge, skill, and/or abilities required to perform the job.

Education and Experience:

High School degree or GED and two years experience working with children/adolescents/transition age groups OR Bachelor’s degree in human services or related field and one year experience preferred. Must be 21 years of age.

Certificates, Licenses, and Registrations:

Current driver's license, car registration and auto insurance if providing transportation to individuals receiving services.