



## ***A Utah Department of Health Baby Watch Early Intervention Program***

<b>Job Title:</b>	Service Coordinator (Intake and Compliance)
<b>Position Type:</b>	Full-time Hourly, Exempt, Benefits Eligible
<b>Program:</b>	Early Intervention
<b>Salary Range:</b>	\$30 - \$50K DOE
<b>Location:</b>	Salem, Utah (South Utah County)
<b>Reports to:</b>	Associate Director

### **Position Summary**

The mission of Kids Who Count (KWC) is to empower families to optimize the developmental potential of their young children. Since 1986, KWC has provided high quality Early Intervention (EI) services to infants and toddlers, birth to three years of age with developmental delays and disabilities in South Utah County. The Service Coordinator is an essential member of the team facilitating services for families and children referred to KWC's EI program. As the first point of contact, the Service Coordinator promptly responds to referrals, completes initial intakes, and schedules and/or conducts initial developmental evaluations for children and families. The Service Coordinator ensures that children and families are receiving essential quality services in accordance with Part C of the Individuals with Disabilities Education Act, State Policy and internal procedures at KWC.

### **Minimum Qualifications:**

- Bachelor's Degree in a related field of study
- Able to pass a Background Criminal Investigation
- Position requires the use of personal vehicle with continuous automobile insurance that meets state minimum insurance requirements
- Able to communicate in English in both written and verbal formats on a professional level. Fluency in conversational and written Spanish is preferred.

### **Essential Skills:**

- Proficient in using a PC and/or tablet for email communication, scheduling, data entry, word processing, writing professional level reports and documentation and to submit and maintain personal work records. Proficient in word, excel and other Microsoft Office platforms.
- Must be proficient at organizing and managing work materials and a personal work schedule. Records must be kept up-to-date, including time tracking, work documentation, task checklists, caseload lists, and necessary documentation must be maintained completely and accurately.
- Proficiency working in databases (Baby and Toddler Online Tracking System-BTOTS). Billing software experience is preferred.
- Ability to access information in web-based formats, including the use of common internet search engines, is required.
- Ability to work effectively as a team member, follow established policies and procedures, respond promptly to communications, attend meetings and participate actively as a team member, meet assigned deadlines, and resolve problems or differences of opinion.
- Possess a working knowledge of EI policies and procedures, as well as the State and Federal rules upon which they are based.

- The preferred candidate will demonstrate understanding and respect for family-centered early intervention services provided under Part C of IDEA.
- Able to articulate the principles and purpose of the Individuals with Disabilities Education Act (IDEA) Part C Early Intervention Program.
- Demonstrated ability to establish relationships of mutual respect and trust with client families, co-workers, and community partners. This includes: listening skills, strong verbal and written communication skills.

**Physical Requirements:**

- Hearing/listening, speaking, lifting, manual dexterity, pulling/pushing, seeing, sitting, speaking, squatting/kneeling, standing, and walking. Able to interact with families and children in their homes.

**Job Responsibilities:**

Referral and Intake

- Serve as the first point of contact for all new referrals and transfers via phone, web, and database. Conduct in-depth intake by phone and schedule initial evaluations for referred children.
- Create, organize and maintain child files (electronic and paper). Audit files for all required contents. Archive deactivated files and audit for all necessary exit requirements.
- Prepare letters to notify parents and referring physicians of eligibility status, and treatment plan.
- Respond to CAPTA referrals. Track data on referrals and eligibility, aggregate data and identify trends.

Compliance & Quality Assurance

- Monitor compliance with federal regulations and Baby Watch Early Intervention (BWEIP) policies. Regularly review all compliance indicator reports in BTOTS.
- Develop KWC Data Accuracy Protocol as required by BWEIP and complete TEDI reconciliation.
- Monitor completion of IFSP visits, review State Temp Report, review alert reports for timeliness of services, transition requirements and visit requirements. Identify and report on program trends.
- Develop and implement procedures to improve identified areas of noncompliance and ensure ongoing accountability for implementation of required procedures.
- Ensure valid, timely and accurate data entry for EI services. Train staff on procedures for timely data and accuracy across all data entry and compliance requirements.
- Ensure quality and consistency in service delivery to optimize outcomes for children and families.

Service Coordination

- Schedule and/or complete evaluation for newly referred children ensuring correct administration, scoring, and interpretation of assessment tools as appropriate to the child and family.
- Perform initial and ongoing assessment of family concerns, priorities, and resources.
- Work with direct service providers & therapists to monitor and document ongoing developmental progress for referred children.
- Schedule, plan, and conduct annual and 6-month updates of Individualized Family Service Plan meetings with appropriate participants.
- Link families to appropriate early intervention services through KWC and ensure that families are connected to necessary services in the community.
- Administer surveys to assess satisfaction, child progress, the appropriateness and quality of services and identify areas for improvement.
- Develop and enforce a system for assessing parent concerns, responding to complaints and ensuring parent's rights through all stages of service delivery.

Other Duties as Assigned

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