



**Position: Service Coordinator**

**Unit: Residential Services III**

**Location: Irwindale Office**

**Full-time, Non-exempt**

**Salary Range: \$24.25- 39.14 Hourly**

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### **The Organization**

San Gabriel/Pomona Regional Center (SG/PRC) is a private, non-profit agency that is contracted with the State of California, Department of Developmental Services, to provide services to individuals with intellectual and developmental disabilities. SG/PRC has proudly served the San Gabriel and Pomona Valleys since 1986, serving 30 cities in its catchment area. We serve individuals across the lifespan from infants and toddlers, school age children, transition-age youth, to adults and aging adults.

### **The Position**

Under the direction of the Manager of Residential Services III, the primary responsibility of this Service Coordinator is to provide case management services to individuals in residential settings.

#### **Essential Job Functions**

- Assists children with developmental disabilities and their families in locating services and programs within their community.
- Consults with Manager, Client Services Staff, appropriate liaison, and specialist staff of the Regional Center to arrange services for children served including medical, behavioral health services, psychological services, educational, vocational, and recreational programs, adaptive devices, and equipment.
- Explains available resources and services to individuals served and their families.
- Consults with the team regarding the children's needs.
- Conducts in-person meetings with children and their families and other agencies.
- Develops and implements Individual Family Service Plan (IFSP)
- Documents interim and annual reports within mandated timelines
- Writes inter-disciplinary notes.
- Initiates purchase of service (POS) through the Regional Center for clients who are ineligible for other sources of funding.
- Present cases at specialized committees as appropriate
- Sees to all aspects of the case management process.
- Performs other related duties that may be required.

#### **Employment Standards**

Bachelor's degree in social work, psychology, human development, sociology, public health nursing or a related field and one year experience in developmental disabilities or a related field. A Master's degree in a related field can be substituted for the required experience.

## **Knowledge and Abilities**

- Knowledge of individuals with developmental disabilities
- Interview, counseling, and crisis intervention techniques
- Demonstrate the ability to independently plan and schedule work.
- Assess clients' needs and formulate goals and objectives.
- Demonstrate the ability to effectively communicate verbally and in writing.
- Must be able to multi-task and set priorities.
- Must be able to meet strict documentation timelines.
- Must be able to interact with others from a wide variety of cultural and social backgrounds.
- Knowledge of word processing software (Microsoft Word) is required.

## **Other Essential Requirements**

- Service coordination is a community-based position that requires meeting with individuals served and their families in their home, in the community, or in our office location.
- Frequent telephone, virtual, and out-of-office meetings are required.
- A valid driver's license, reliable transportation and minimum liability insurance coverage is required.

## **Physical Demands & Work Environment**

- Works 60% of the time in sedentary work performed in an office environment and 40% in the community at meetings or home visits.
- Ability to drive to and from meetings or home visits.
- Ability to sit for extended periods and operate a computer and standard office equipment.
- Clear verbal communication in person and by phone.
- Occasional standing, walking, bending, and reaching to access files and supplies.
- Occasional lifting, pushing, or pulling of items up to 25 pounds.
- Adequate visual acuity to read documents, use a computer monitor for prolonged periods, and review detailed information.
- Work occurs in a typical office setting with standard lighting, temperature, and moderate noise levels.
- Employees are expected to follow safe and ergonomic work practices.

*Reasonable accommodation may be provided to enable individuals with disabilities to perform essential job functions.*

## **Professional Development Opportunities & Growth**

SG/PRC values the professional development of staff! Many Services Coordinators and Administrative Staff gain experience and enter Supervisor, Manager or Director positions.

## **Diversity, Equity, and Inclusion**

SG/PRC values and celebrates diversity. We continue to advance initiatives that strengthen our commitment to inclusion and belonging.