



## MERCER COUNTY BEHAVIORAL HEALTH COMMISSION

**JOB TITLE:** Case Manager II  
EI Service Coordinator

**DEPARTMENT:** Case Management  
**EMPLOYMENT STATUS:** Full-Time

**FLSA STATUS:** Non-Exempt

**HOURS OF WORK:** 37.5 hours per week

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### **OVERALL OBJECTIVE OF JOB**

This position is responsible for providing service coordination and advocacy services to a targeted population of infants, toddlers, and children with identified developmental delays. Service Coordinators will serve as the single point of contact in helping families access appropriate supports and services for their child. A Service Coordinator assists families in linking, coordinating, and monitoring needed resources, supports, and services to ensure that the provision of early intervention services meets early intervention regulations.

### **ESSENTIAL FUNCTIONS OF JOB**

1. Delivers service coordination services to assigned caseload within appropriate natural environments and other environments deemed appropriate by the IFSP team.
2. Opens new consumers referred for service coordination services and assigned to caseload.
3. Coordinates the performance of initial and ongoing evaluations and assessments.
4. Refers at-risk children to the tracking system and performs tracking duties.
5. Facilitates and participates in the development, implementation, review, and evaluation of the IFSP.
6. Assists the family in gaining access to the early intervention services and non-early intervention services listed on the IFSP.
7. Facilitates the timely delivery of early intervention services.
8. Assists the family in identifying available service providers and facilitating communication with and between family and the service provider.
9. Coordinates and monitors the delivery of early intervention services and supports to ensure appropriateness and quality in relation to the identified consumer needs, as well as, the consumer's health and safety, through regular contact and communication with consumers, family members, provider agencies, and other involved individuals.
10. Offers the family opportunities and supports for the consumer to be aware of and to participate in community activities with other children and informs the family of the availability of advocacy services.
11. Assists the family in arranging medical and health services if the services are necessary in coordinating the provision of early intervention services and other services that the consumer needs or is being provided.

12. Ensures that consumers are informed of their individual rights and of organizational and regulatory grievance and appeal procedures.
13. Assists consumers and families during crisis situations and participates in the agency's crisis intervention services, including the after-hours crisis service.
14. Maintains minimum face-to-face contact with assigned consumers as required by programmatic regulations and requirements or as directed by administration and management.
15. Completes timely and accurate reporting and record keeping related to service delivery as required by programmatic requirements including creating, updating, and maintaining client files and inputting data/service entries.
16. Participates in the department's time allocation project and achieve/maintain expectations related to Total Time Recorded of Hours Worked and Direct Service Percentage of Hours Recorded.
17. Works cooperatively with all public and private agencies.
18. Facilitates the development of a transition plan as part of the IFSP and attends meetings related to transition.
19. Encounters confidential information and is responsible for adhering to all agency confidentiality policies and must maintain strict consumer confidentiality as defined by state and federal law.

#### **OTHER DUTIES OF THE JOB**

1. Participates in departmental functions to support organizational philosophies and mission.
2. Participates in Quality Assurance, Self-Assessment and Monitoring activities as required to ensure program compliance with State/Federal regulations and to promote and enhance the quality of program service delivery.
3. Attends agency related meetings as required.
4. Attends and completes mandated trainings and those trainings assigned by their immediate supervisor related to job responsibilities and functions.
5. Performs other job-related duties and support services as required and assigned.

#### **SUPERVISION RECEIVED**

Position will receive regular and ongoing individual supervision related to daily work duties and essential functions of the job. Supervision will encompass and include field supervision and direct observation. Supervision will also be provided through regular unit, department, and case review meetings.

#### **SUPERVISION GIVEN**

None

## **WORKING CONDITIONS**

- Work indoors in limited workspace with adequate lighting, temperature, and ventilation.
- Works with average indoor exposure to noise, stress, and disruptions.
- Normal indoor exposure to dust/dirt.
- Works in conditions of potential outbursts or disruptive behavior of clients.
- Travels regularly for service delivery to consumers at sites outside of the office including but not limited to: consumer homes, provider agencies, educational/vocational facilities, and other community-based settings.
- Travels periodically for trainings and meetings outside of Mercer County which may involve possible overnight stays.

## **PHYSICAL AND MENTAL CONDITIONS**

- Must possess ability to record, convey and present information, explain procedures, and follow instructions.
- Must be able to sit for long periods throughout the workday, with intermittent periods of standing, walking, bending, twisting, reaching, and driving as necessary to carry out essential job duties.
- Dexterity requirements range from simple to coordinated movements of fingers/hands; feet/legs; torso as necessary to carry out duties of job.
- Must be able to lift and/or carry items such as, laptop in case, personal briefcase, work related supplies and miscellaneous objects with a maximum weight of thirty (30) pounds.
- Must apply safe lifting and carrying practices. If an item weighs more than maximum weight limit, employee must make more than one trip to carry all necessary items to their vehicle and/or to or from designated worksites.
- Occasional exerting and/or lifting of up to 50 pounds may be required for the maneuvering of equipment or supplies to and from designated worksites.
- Must be able to cope with the physical and mental stress of the position.
- Must be able to react quickly physically and mentally in the event of a disturbance or physical outbreak.
- Must be able to pay close attention to details and concentrate on work.
- Must be able to mentally react quickly to consumers' needs and/or requests as necessary as it applies to your position.

## **QUALIFICATIONS: EDUCATION/TRAINING/WORK EXPERIENCE**

- A bachelor's degree which includes 12 college credits in early intervention, early childhood special education, early childhood education, child development, special education, family counseling, family studies, social welfare, psychology or other comparable social science and 1 year of full-time experience working with or providing counseling to children, families, or individuals with disabilities.
- Must possess a valid driver's license and access to reliable transportation.
- Must possess necessary clearances, i.e.; Act 33, Act 34 and Federal FBI check, if applicable.

## **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED**

- Must be able to speak and understand the English language in an understandable manner in order to carry out essential job duties.
  - Must possess effective communication and interpersonal skills.
  - Must possess initiative and problem-solving skills.
  - Must possess ability to function independently, have flexibility and the ability to work effectively with clients, co-workers, and others.
  - Must possess ability to maintain confidentiality in regard to consumer information and records.
  - Must possess the technical knowledge of operating personal computers and other office equipment.
  - Must possess and maintain a valid driver's license and a personal vehicle for reliable transportation into the community.
  - Must possess thorough knowledge of social casework principles and methods.
  - Must possess knowledge of social, economic and health problems and resources for assisting consumers in these areas.
  - Must possess ability to plan and organize work and prepare adequate records and reports.
  - Must possess ability to understand and interpret laws and regulations in regard to MH/MR programs and services.
  - Must possess ability to practice organizational and stress management skills and to practice use of good judgment in assessing needs and services of consumers.
  - Must possess ability to understand basic budgeting and math skills.
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Interested candidates may submit an employment application from our website [www.mercercountybhc.org](http://www.mercercountybhc.org), or you may pick up or call for an application by contacting the Mercer County BHC office at 724-662-1550.

**Please send application to:**

ATTN: Lynnett Beck, HR  
Mercer County Behavioral Health Commission, Inc.  
8406 Sharon-Mercer Road  
Mercer, PA 16137

Email to: [Lynnett.beck@mcbhc.org](mailto:Lynnett.beck@mcbhc.org)

Fax to: 724-893-1067

**Affirmative Action/Equal Opportunity Employer**

In compliance with the Americans with Disabilities Act, the Employer provides reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the Employer.