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| **Job Title:** | Support Coordinator | **Department:** | Day Services |
| **Reports To:** | Program Manager | **Location:** | Various |
| **FLSA Classification:** | ☐ Exempt ☒ Non-Exempt | **Status:** | ☒ FT ☐ PT |
| **Revision Date:** | May 19, 2020 | **Wage Classification** |  |

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| **Position Summary** |

The Support Coordinator is responsible for developing and monitoring the Day Service Plan in collaboration with the service recipient and support team. They ensure that the service recipient is offered choices for participation in employment, lifelong learning, and community inclusion opportunities.

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| **Position Responsibilities - Essential** |

* Assess service recipients’ strengths, needs, abilities, and preferences in collaboration with each recipient and support team utilizing assessment tools. Participate in pre-assessment introductory meetings as needed.
* Develop a person-centered Day Service Plan (every 365 days) for each service recipient based on the results of the assessment and his/her desired outcomes.
* Complete Choice Agreements annually and monitor on a monthly basis.
* Ensure community and in-house activities correspond to desired outcomes of service recipients' plan.
* Ensure records and files of service recipients accurately reflect services received and are maintained in the manner and format consistent with current standards. Conduct peer audits and other quality assurance measures as assigned.
* Monitor Therap’s Individual Service Program (ISP) objectives, document progress, and revise as needed.
* Make amendments to the Day Service Plan as necessary to provide accurate information and support the service recipients’ desired outcomes.
* Assist direct support professionals to create a monthly calendar for employment training and activities.
* Provide support and assistance to direct support professionals by ensuring that activities and employment training are implemented correctly per calendar; and that the service recipient’s choices and objectives are reflected and monitored.
* Maintain ongoing dialogue with the service recipients and direct support professionals regarding progress and/or changes to Choice Agreements, Day Service Plans, and Therap ISP objectives.
* Provide direction and support (i.e., employment training, activities, and life skills materials) to the direct support professional to ensure personal support of each service recipient.
* Collaborate and communicate with families and service providers (i.e., residential personnel, nursing, case managers, etc.) to achieve the service recipients’ personal outcomes, choices, issues/concerns and objectives.
* Coordinate, attend, and participate in various meetings as necessary.
* Be able to present and offer alternatives to activities/events when changes to plans occur. Assist and respond to direct support professionals when changes occur in the community and day program environment.
* Periodically visit job sites (enclaves) to receive feedback from Enclave Supervisors and service recipients in regards to objective training. PLEASE INCLUDE THE EMPLOYMENT DEVELOPMENT MANAGER IN COMMUNICATION.
* Be the designated person in charge in the absence of the Program Manager when assigned. Report all emergencies/criticals to the Associate Director of Day Services.
* Operate agency vehicles as assigned, including van routes, field trips, and other functions required for optimal program operation. Log mileage and documentation per Agency Vehicle Safety Manual and report all issues to your supervisor immediately.

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| **Position Responsibilities- Non-Essential/Other** |

* Other duties as assigned

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| **Essential Skills and Experience** |

* High school diploma or GED
* A minimum of three (3) years of experience in direct services with individuals with disabilities
* Extensive knowledge of and regular training in the needs of individuals with disabilities
* Must have a passion for working with individuals with disabilities
* Strong written and verbal communication
* Should be able to exhibit high levels of patience, respect, and compassion
* Must be able to multitask
* Must be able to comply with considerable documentation and understanding standards and policies
* Must have a valid SC Driver’s License and clean driving record
* Must have good computer skills and be proficient in Microsoft Word
* Must have good analytical, data interpretation, and critical thinking skills
* Must be able to model teamwork and cooperation
* Must be able to use a telephone, computer, copier, and other office equipment
* Must be able to operate a motor vehicle

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| **Beneficial Skills and Experience** |

* Bachelor’s or Associate's Degree
* Greater than three years’ experience working with adults with developmental disabilities

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| **Mental & Physical Demands- ADA Guidelines** | | | | | | | | | | | |
| ***Physical Demands*** | | ***C*** | | ***F*** | ***O*** | ***N/A*** | ***Lifting Requirements*** | ***C*** | ***F*** | ***O*** | ***N/A*** |
| Stand | |  | | X |  |  | 10 pounds or less | X |  |  |  |
| Walk | |  | | X |  |  | 11 to 20 pounds |  | X |  |  |
| Sit | |  | | X |  |  | 21 to 50 pounds |  | X |  |  |
| ***Physical Demands*** | | ***C*** | | ***F*** | ***O*** | ***N/A*** | 51 to 100 pounds |  |  | *X* |  |
| Handling | |  | | X |  |  | > than 100 pounds |  |  | X |  |
| Reach Outward | |  | | X |  |  | ***Pushing & Pulling Requirements*** | ***C*** | ***F*** | ***O*** | ***N/A*** |
| Reach Above Shoulder | |  | | X |  |  | 12 pounds or less | *X* |  |  |  |
| Climb | |  | |  | X |  | 13 to 25 pounds |  | X |  |  |
| Crawl | |  | |  | X |  | 26 to 40 pounds |  | X |  |  |
| Squat or Kneel | |  | | X |  |  | 41 to 100 pounds |  |  | X |  |
| Bend | |  | | X |  |  | > than 100 pounds |  |  | X |  |
| Other: | |  | |  |  |  | Other: |  |  |  |  |
| **Definitions** | | | | | | | | | | | |
| **C** | **Constantly** | | Occupation requires this activity more than 66% of the time (5.5+ hrs/day) | | | | | | | | |
| **F** | **Frequently** | | Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day) | | | | | | | | |
| **O** | **Occasionally** | | Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day) | | | | | | | | |
| **N/A** | **Not Applicable** | | Activity is not applicable to this occupation | | | | | | | | |

***Thrive Upstate is an Equal Opportunity / Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability or protected Veteran status.***

*The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your at-will employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.*

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| *Employee Name Printed* | *Employee Signature* | *Date Signed* |
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| *Manager/Supervisor Name Printed* | *Manager/Supervisor Signature* | *Date Signed* |