

**1<sup>st</sup> Kids, Inc.**  
**JOB DESCRIPTION**

**POSITION:** Service Coordinator

**SUMMARY OF GENERAL FUNCTIONS:** The Service Coordinator for infants and toddlers referred for First Steps is the facilitator for the child and his or her family in coordinating comprehensive early intervention and community services.

**LOCATION:** SPOE

**REPORTS TO:** Coordinator Supervisor

**QUALIFICATIONS:** The Service Coordinator will have a baccalaureate degree in special education, social work, or a related field. Exceptions may be made for candidates who have experience as a First Steps Service Coordinator. S/he will have a valid Indiana drivers' license. Candidates must be in good standing with the State.

**JOB RESPONSIBILITIES:** The Service Coordinator is responsible to:

1. Answer telephone in a professional and courteous manner, direct calls to appropriate staff, receive and record referrals accurately
2. Take referrals for his/her assigned area (and other areas as needed) and complete the intake process within the federally mandated 45 day timeline.
3. Contact each family within two business days of referral date.
4. Meet with families at times and locations convenient to the family within 14 days of the referral date.
5. Serve as the contact for families as they access the early intervention system in his/her assigned area (and other areas as needed).
6. Inform families of their rights in the early intervention system. Be knowledgeable and in compliance with complaint and due process procedures.
7. Conduct family interviews to determine family concerns and preferences for the child within the context of First Steps.
8. Secure all pertinent information and evaluations concerning the child which might lead to eligibility determination.
9. Review and discuss with the multi-disciplinary team all pertinent information, concerns and issues with regard to the child's development.
10. Complete the financial/cost participation and family insurance information as required by First Steps.
11. Obtain completed PHS from physician and send referrals to Assessment Team scheduler.
12. Notify all members of the multi-disciplinary team, including the family, with a 10 day written prior notice of all Individual Family Service Plan (IFSP) meetings including Review, Annual, and Transition meetings. Convene the meetings with the family and team at a time and place which is convenient to them and falls within the directive of the timelines established by the State.
13. Facilitate the provision of assessments.
14. Facilitate development of the IFSP to meet the developmental needs of the child that are family centered, fiscally responsible, and with services in the child's natural environment. Assist with locating resources, providers, as well as the authorization and referral process to assure that IFSP services are provided in a timely manner.

15. Facilitate the completion of all necessary forms required by the State and assist the family in identifying and accessing additional resources and programs.
16. Notify Assessment team members 60 days prior to the end of the current IFSP for re-determination of eligibility.
17. Develop IFSP's to meet the developmental needs of the child that are family centered, fiscally responsible, and with services in the child's natural environment. Assist with the authorization and referral process to assure that IFSP services are provided in a timely manner.
18. Secure all appropriate signatures for the authorization of services and submit necessary documentation for claims to the state to assure the availability of services for the child.
19. Conduct the Transition meeting and complete the Transition Packet, including 30 month notice to the LEA, for all children that are 28 months or older at Initial IFSP to ensure compliance with the Federal requirement.
20. Conduct Transition Meetings with all families whose child is exiting the EI system.
21. Conduct the Transition meeting and complete the Transition Packet for all children between 90 and 270 days before the third birthday to ensure compliance with the Federal requirement.
22. Maintain all records and documentation as required by the program.
23. Ensure that, at all times, their representation of DDRS/Bureau of Child Development Services, the Cluster, including the SPOE and 1<sup>st</sup> Kids, Inc. is accurate and family centered, and no activities are conducted that are adversarial to or inconsistent with 1<sup>st</sup> Kids, Inc. and the state program policies, regulations or practices.
24. Abide by all state and federal procedures and guidelines for the First Steps program.
25. Attend departmental staff meetings, state required meetings, and in-service training as scheduled or required.
26. Perform other tasks that may be assigned from time to time which do not necessitate the change of this job description.
27. Maintain online calendar to reflect all appointments, meetings, and trainings.

**ABILITIES:** The Service Coordinator will be able to:

1. Relate comfortably, sensitively and respectfully to families and children and all potential program consumers.
2. Take responsibility for Service Coordination activities.
3. Work effectively as part of a multi-member, multi -county, multi- disciplinary team.
4. Work in conjunction with fellow Service Coordinators, Service Coordinator Supervisors, Director, and support staff in the day to day operations of the SPOE.
5. Maintain confidentiality in matters related to children and their families.

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Employee signature

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Date