



Job title	<i>Bilingual Service Coordinator</i>
Reports to	<i>Director of Birth to Three Services</i>
Fair Labor Standards Status	<i>Exempt</i>

Job purpose

The Bilingual Service Coordinator is responsible for coordinating a caseload of assigned children with various needs. The Service Coordinator will help to improve the quality of life for the families by increasing access to services and by facilitating families' participation in programs that enhance their child's physical, social, and mental well-being. This position participates as a core member of the Birth to Three Primary Coach Approach to Teaming Team to deliver individualized services to families. The Service Coordinator reports to the Director of Birth to Three Services. This position may involve training of staff and/or administrative duties as assigned.

Working relationships

Agency Staff
Families
Volunteers
Community professionals
General public

Prime functions

Work as a core member of a team incorporating the principles of PCATT (Primary Coach Approach to Teaming) in collaboration with parents/guardians, therapists, social workers, and teachers to support the family in accomplishing the goals identified on the child's Individual Family Service Plan (IFSP):

- Provide intensive family support services utilizing coaching as a strategy concerning their frustrations, concerns and needs.
- Coordinate the assessment process to determine child's eligibility for the program.
- Schedule, facilitate and participate in the development, review and evaluation of the IFSP with all members of the team.
- Schedule home visits as necessary and appropriate to provide services.
- Provide monthly contact to all families on your caseload to facilitate communication.
- Assist family in identifying available service providers for the family.
- Facilitate access to services and coordinate and monitor the timely provision of services
- Inform parents of the availability of advocacy services.
- Provide inclusive documentation and accurate billing for work with and on behalf of the family and team on a daily basis.
- Update PPS regularly to accurately reflect child's services.
- Work with team members in a cooperative manner.
- Support the development of new and veteran staff within the context of PCATT approach and coaching strategies.
- Ensure timely communication to members of team on all issues concerning the child and family.
- Treat families of all races, religions, backgrounds and cultures with respect and consideration.
- Encourage families to participate in their child's programming.

- Caseload expectation of approximately 45-55 cases for full time equivalent, as determined by B-3 program needs.
- Meet Department productivity requirements.

Coordinate services for family with other agency/community professionals:

- Coordinate with medical and other health care providers.
- Locate social services and community resources, as needed, for the family after reflective discussion with family and team to foster empowerment and to build the family's capacity.
- Facilitate the development of transition plans by inviting families to transition planning meetings and preparing necessary paperwork for referrals.
- Facilitate timely transition to the LEA.
- Attend Individual Education Plan (IEP) meetings as advocate for the family if needed.

Follow agency policies and requirements for Medicaid, Childcare, Accreditation, and Birth to Three State and County standards:

- Follow personnel policies.
- Meet state requirements for in-service training and continuing education.
- Maintain prompt hours/notify supervisor of illness/absence in timely manner as indicated in Employee Handbook.
- Become familiar with licensing and Medicaid rules related to Targeted Case Management billing.
- Identify and participate in continuing education for ongoing learning.
- Provide in-services to the Penfield staff as assigned.
- Become familiar with emergency procedures and be able to calmly apply them.

If directly assigned by supervisor, provide training to newly hired staff:

- Train staff on the fundamental principles of PCATT.
- Model and teach Intake, Evaluation, IFSP development, IFSP Review, Transition, and Discharge processes.
- Support the acquisition of learning Documentation and Billing systems.
- Provide feedback and training utilizing direct instruction, modeling, and coaching practices.
- Assist with development of 90-day review process.
- Maintain confidentiality regarding status of newly hired staff in training.
- Caseload expectation of approximately 30-35 when training and 45-55 cases when not training for full time equivalent, as determined by B-3 program needs.

If directly assigned by supervisor, additional administrative duties applicable:

- Process Birth to 3 referrals and complete pre-intake tasks.
- Ensure accuracy and compliance within PPS (State Program Participation System) for assigned data.
- Process discharge and closing tasks within Agency and State systems.
- Assist with auditing related to documentation, billing, and compliance requirements.
- Caseload expectation of approximately 25 cases for full time equivalent, as determined by B-3 program needs.

Assist the agency as needed:

- Perform other duties as assigned.
- Encouraged to volunteer 4 hours of time per year to a Penfield activity.

Qualifications

- Bachelor's Degree in Social Work, or related field.
- Current Wisconsin Social Work License preferred.

- Four years of work experience coordinating services and providing case management services in a birth to three agency; or an equivalent combination of academic preparation and experience.
- Ability to work independently.
- Knowledge of available community resources.
- Knowledge of typical child development.
- Knowledge and skills within specialty areas.
- Creativity, flexibility and interpersonal relationship skills.
- Ability to work with diverse populations.
- Excellent organizational skills and attention to detail.
- Excellent communication skills – written and oral.
- Efficient and accurate typing skills.
- Computer literacy required: efficiency in Microsoft office. Ability to learn new programs.
- Flexibility, able to manage multiple tasks.
- Bilingual Spanish/English verbal and written skills.
- Ability to lift or move objects of 50 lbs. or less on a daily basis.
- Must have sufficient mobility to move- including bend, stoop, reach, lift and grasp.
- Meeting vaccine standards as outlined in Bloodborne Pathogens Exposure control plan.
- Valid Wisconsin driver's license and access to an insured vehicle during working hours.

Performance criteria

- Organizational development: foster a culture of high performance, accountability and teamwork.
- Financial Stability: maximizing organizational efficiencies through productivity and program improvements.
- Quality Improvements through Data Analytics: implement electronic client records system.
- Community Engagement: execute communication and outreach for awareness; position Penfield as a leader in the field.

Penfield Children's Center is an Equal Opportunity Employer.