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**POSITION DESCRIPTION**

**Position Title:** Service Coordinator  
**Supervisor:** Lead Service Coordinator

**Status:** Exempt/Salaried/Regular  
**Program/Department:** Birth to 3 Rock County

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**POSITION SUMMARY**

The Service Coordinator actively participates with team members in evidence-based practice through relationship-based intervention. The Service Coordinator's works to meet the purposes of early intervention as written in federal and state law: to enhance the development of infants and toddlers with disabilities and delays; and to enhance the capacity of families to meet the special needs of their infant and toddler with disabilities and delays.

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**PROVIDE PRIMARY COACH TEAMING STYLE TO PROVIDER SERVICE COORDINATION SERVICES TO INFANTS AND FAMILIES.**

- Conduct intakes with families for assigned region or when requested by the program's leadership team (Lead Service Coordinator, Assistant Director, Director)
- Maintain family and program confidentiality and professional boundaries during and outside of work hours.
- Assist families in assessing their priorities, resources and outcomes.
- Develop Individualized Family Service Plan with outcomes and learning opportunities in collaboration with the rest of the team.
- Reflect the family's perspective during any team process.
- Facilitate team meetings with families and service providers, including EIT meetings and IFSP meetings.
- Function within a primary coach teaming style to provide services to infants and families, maintaining a caseload of children as determined by program needs and FTE.
- Develop and maintain an effective rapport with parents, children and other caregivers assigned to caseload, using a coaching interaction style.
- Work collaboratively with other members of the team as well as with physicians, school districts and community agencies on behalf of the children and families on caseload.
- Maintain appropriate case notes and other documentation as required.
- Report suspected abuse and neglect per mandatory reporting standards.
- Coordinate own weekly schedule for conducting meetings, home and community visits, and joint visits. Maintain Outlook calendar with appointments logged for at least two weeks ahead.
- Actively participate in regularly scheduled staff meetings and trainings, providing input and presenting in-service trainings as assigned.

**OTHER:**

- Complete monthly responsibilities by the assigned deadline. (Payroll approval, reports to director and county/state, etc.)
- Supportive team player willing to act as a goodwill ambassador for UCP both internally and externally.
- Understands the core values of the agency and actively communicate its mission to stakeholders.
- Conduct yourself professionally at all times when representing UCP, in accordance with the UCP Standard of Conduct and the codes of ethics pertinent to the employee's licensure and certification
- Other duties as assigned – please note this job description is not designed to be a comprehensive list of all duties and responsibilities. Duties and activities may change at any time with or without notice.

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**COMPETENCIES**

1. Ability to communicate with parents, community partners, staff and other professionals.
2. Ability to effectively work as a team member, adjusting and adapting to changing situations and the needs of others on the team.
3. Strong professional skills and demeanor, characterized by emotional intelligence (the ability to understand team dynamics, function well under deadline, respond appropriately to feedback, make thoughtful decisions).
4. Ability to present oral and written information to parents, staff, community partners and other professionals in an effective manner.
5. Ability to respect and maintain professional boundaries in all work situations.
6. Ability to initiate, organize and prioritize own work, meeting all agency and program deadlines and requirements

**REQUIRED/PREFERRED EDUCATION AND EXPERIENCE**

1. Bachelor of Science in Social Work (BSW), child development or another related field and three years of case management experience.
2. Experience working with families and children under age 3.
3. Experience working in natural environments (such as home visits).
4. Experience with professional interaction with parents.
5. Computer literacy (Microsoft Office).
6. Valid driver's license, auto insurance, consistent access to a vehicle in order to travel independently in Rock County to fulfill the requirements of the position.
7. Physical ability to work in the child's natural environment including the ability to walk for short distances (up to one block), stand on various surfaces, sit on furniture and the floor, lift light objects (less than 5 lbs.), climb stairs (typically no more than one flight), bend, and drive a car for up to 45 minutes at a time.

**SUPERVISORY RESPONSIBILITIES**

None

**POSITION TYPE/EXPECTED HOURS OF WORK**

This position must be available Monday through Friday between 8:00 am and 5:00 pm, with minimal/occasional weekend and evening hours to assist with public education and program needs.

United Cerebral Palsy of Greater Dane County, Inc. is an Equal Opportunity Employer.

**SIGNATURES**

This job description has been approved by:

Director \_\_\_\_\_

HR \_\_\_\_\_

Employee signature below constitutes understanding of the information listed above.

Employee \_\_\_\_\_ Date \_\_\_\_\_