



**Job Title:** Service Coordinator  
**Department:** Waiver, Fredericksburg, VA  
**Reports to:** Program Coordinator  
**FLSA Status:** Non-Exempt

### **SUMMARY/OBJECTIVE**

Oversee in-home residential services for individuals with disabilities.

### **COMPETENCIES**

#### **Initiative**

Takes action without being asked or required to; achieves goals beyond job requirements; being proactive; taking prompt action to accomplish objectives.

#### **Technical/Professional Knowledge and Skills**

Possesses, acquires, and maintains the technical/professional expertise required to do the job effectively and to create client/customer solutions. Technical/professional expertise is demonstrated through problem solving, applying professional judgment, and competent performance.

#### **Work Standards**

Sets high standards and well-defined, realistic goals for one's self; displays a high level of effort and commitment towards completing assignments in a timely manner; works with minimal supervisor; is motivated to achieve.

#### **Customer/Client Focus**

Makes customers/clients and their needs a primary focus of one's actions; shows interest in and understanding of the needs and expectations of internal and external customers (including direct reports); gains customer trust and respect; meets or exceeds customer expectations

#### **Collaboration**

Builds constructive working relationships with clients/customers, other work units, community organizations and others to meet mutual goals and objectives. Behaves professionally and supportively when working with individuals from a variety of ethnic, social and educational backgrounds.

### **REQUIRED EDUCATION and EXPERIENCE**

- Bachelor's Degree from an accredited college or university in a field related to Human Services and one year of documented experience providing direct services with individuals with a diagnosis of an intellectual or other developmental disabilities.

### **OR Equivalent Experience**



- **Equivalent Experience** is defined as **five years of paid experience** in providing direction, development and implementation, direct supervision and monitoring (observation and evaluation of staff implementing care, service plans & interacting with clients) to the service provided. This position has responsibility for approving assessments and individual service plans or treatment plans to ensure that appropriate services are provided to meet the needs of the individuals serviced. The QDDP **must have documented experience developing, conducting, and approving assessments and individual service plans or treatment plans.**
- Must be QDDP qualified.
- Successful experience as a leader
- Valid driver's license
- Desire to make a difference

### **ESSENTIAL DUTIES and RESPONSIBILITIES**

- Coordinates the development and implementation of service plans, objectives and methods necessary for providing effective services to individuals.
- Complete quarterlies for each individual served to summarize the service provided.
- Acts as liaison with providers for process reporting and service planning.
- Assists in admission process and discharge planning.
- Participates in provider meetings, community meetings and other providers and program activities essential for the operation of an effective program.
- Responsible for the development of the daily living program for each individual.
- Manage staff to be assigned to individuals.
- Provide quality customer service to individuals served, their families, case managers, etc.

**KNOWLEDGE/SKILLS/ABILITIES:** The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Language Skills:** Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**Mathematical Skills:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability:** Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Computer Skills:** To perform this job successfully, an individual should have knowledge of Spreadsheet software and Word Processing software.



**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to walk; sit; use hands/fingers to touch, handle and/or reach with hands and arms. The employee is occasionally required to stand and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25+ pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**SUPERVISORY RESPONSIBILITY**

This position is directly responsible for leading Direct Support Professionals.

**TRAVEL/EXPECTED HOURS OF WORK**

Travel may be required on an as needed basis.

**OTHER DUTIES**

The job description is not designed to cover and contain a comprehensive listing of all activities, duties, or responsibilities required by the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

**HOW TO APPLY**

Please send cover letters and resumes [jillian@dominionwaiver.com](mailto:jillian@dominionwaiver.com)