



JOB TITLE: FIRST STEPS SERVICE COORDINATOR
FLSA STATUS: Non-Exempt
SALARY RANGE: \$16.00 - \$22.85 hourly
REPORTS TO: First Steps SPOE Director

PRIMARY PURPOSE OF JOB

This position in the First Steps Early Intervention Program work closely with children ages birth to 3 with developmental disabilities, their families, and service providers. Is responsible for developing and maintaining service plans and working within the Missouri First Steps WebSPOE website.

This description may not include all of the duties, knowledge, skills, or abilities associated with this position.

ESSENTIAL FUNCTIONS AND PERFORMANCE AREAS

General Duties and Responsibilities

- Coordinate/Maintain a First Steps caseload of children/families as assigned
- Coordinate the Intake process so that eligibility determination and Initial IFSP is completed within 45-day timeline
- Coordinate ongoing services so that services are delivered to children/families in a timely manner (as defined by DESE)
- Maintain child's electronic record and hard copy record of supportive documents
- Review electronic records including: Child/family information, income, Medicaid & Private Insurance information, scheduled meetings, IFSP and all Reviews, Case notes, & all other information as directed by DESE
- Review hard copy records including: appropriate Notice and Consents, Letters of Notification, Release of Information forms, Evaluations & Assessments, Medical Collateral, and Correspondence
- Review to ensure that all IFSP's are written to meet the DESE standards
- Review of the IFSP will reflect that the service coordinator is utilizing the multi-disciplinary model of service delivery rather than the medical model of service delivery
- Maintain contact with family and documentation/case notes in the child's record
- Hold meetings within timelines as established by DESE
 - Initial: within first 45 days
 - Sixth Month Review: prior to 182nd day of Initial IFSP/Annual IFSP
 - Annual IFSP: within 340-365 days of Initial IFSP or previous Annual IFSP
 - Transition: when child is 27-33 months of age
- Enter data and finalize IFSP's within 13 calendar days after a held meeting
- Complete authorizations for evaluations, meetings and services in a timely manner
- Review all requests for Assistive Technology services/devices with the SPOE Director prior to authorization
- Complete ECO discussion and documentation as per DESE guidance
- Complete EXIT activities as per DESE guidance and CARF requirements
- Serve as a Mentor for new First Steps Service Coordinators
- Participate in Child Find Activities
- Attend First Steps trainings as assigned by the SPOE Director
- Attend Early Intervention team meetings and be responsible for information shared at team meetings
- Establish clear and courteous lines of communication with families, service providers, and outside agencies

- Attend SPOE staff meetings concerning new or revised policies and procedures and implement new information accordingly
- Other duties as assigned by the SPOE Director or Lead Service Coordinator
- Review and follow all Abilities First personnel policies and First Steps Guidelines
- Must be able to pass a background screening.
- Must have a valid Missouri driver's license, reliable transportation, an acceptable driving record, and auto liability insurance that meet the requirements set by Abilities First.
- Must be able to drive within the region for work-related assignments.
- Must have either a reliable broadband internet service provider or hard-wired (no cell/satellite) high speed internet with internet speed at *no less than 25 mbps* in order to work remotely from home with provided laptop and office equipment.
- Perform other related work as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- General knowledge of a specific discipline such as social work, psychology, special education, counseling, or early childhood development
- Introductory knowledge of case management methods, principles, and techniques
- Introductory knowledge of various developmental disabilities or early childhood development concerns and services available for children
- Introductory knowledge of interviewing methods, principals, and techniques
- Ability to manage a caseload of children with developmental delays, to keep IFSP plans current, and to maintain accurate records
- Must be able to develop an Individual Family Service Plan that meets DESE standards
- Ability to work as part of a team to make decisions concerning a child's IFSP (Individual Family Service Plan)
- Must be able to enter information into the WebSPOE data system in a timely and accurate manner
- Ability to quickly assess and evaluate crisis situations and problem solve with other parties involved to resolve conflict in a healthy positive manner
- Present a positive image of Abilities First to the public
- Be punctual
- Ability to identify potential abuse and neglect situation and follow protocol according to all applicable regulatory requirements
- Ability to communicate effectively orally and in writing
- Ability to establish effective working relationships with co-workers and the public
- Maintain an ethical approach to all circumstances
- Must be able to work independently but communicate with the SPOE Director as needed to keep them apprised of concerns or developments that may affect the implementation of services to a child
- Return calls and e-mails within 24 hours
- Dress appropriately for the situation. Professional dress or business casual is required in the office
- Light lifting- up to 35 pounds required; ability to sit for a 2-hour period; extensive sitting required.

CORE COMPETENCIES

- Adaptability – Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.
- Continuous Improvement – Originating action to improve existing conditions and processes; identifying improvements opportunities, generating ideas, and implementing solutions.

- Contributing to Team Success – Actively participating as a member of a team to move the team toward the completion of goals.
- Decision Making – Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.
- Engagement Readiness – Demonstrating a willingness to commit to one’s work and to invest one’s time, talent and best efforts in accomplishing organizational goals.
- Planning and Organizing – Establishing courses of action for self and others to ensure that work is completed effectively.
- Quality Orientation – Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.
- Technical/Professional Knowledge and Skills – Having achieved a satisfactory level of technical and professional skill or knowledge in position-related area; keeping up with current developments and trends in area of expertise.
- Leadership Disposition – Demonstrating the traits, inclinations, and dispositions that characterize successful leaders; exhibiting behavior styles that meet the demands of the leader role.

EDUCATION, TRAINING AND EXPERIENCE REQUIREMENTS

- Bachelor or Masters’ Degree in a DESE approved degree:
 - -Early Childhood Special Education
 - -Early Childhood
 - -Elementary Education
 - -Special Education
 - -Child /Human Development
 - -Social Work
 - -Nursing
 - -Psychology
 - -Education Administration
 - - Sociology
 - -Family Science/Studies
 - -Counseling
- One year of documented experience working with families
- One year of experience working with early intervention programs preferred

PHYSICAL CONTEXT AND WORK ENVIRONMENT

Reasonable accommodations may be made to enable individuals with disabilities to perform essential job duties

Physical Requirements	Percentage of Work Time Spent on Activity			
	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to see to read documents/reports and focus on computer for an extended period.				X
Hearing: Must be able to hear well enough to communicate with coworkers and general public.				X
Sitting: Must be able to sit for long periods of time.				X
Standing/Walking: Must be able to move about the work area.	X			
Climbing/Stooping/Kneeling: Must be able to stoop or kneel to pick up items off the floor and filing in a bottom drawer file cabinet.	X			
Lifting/Pulling/Pushing: Must be able to lift 20 pounds with or without reasonable assistance.	X			
Driving: Must be able to drive locally for work-related assignments.	X			
Grasping/Feeling: Must be able to type, handle documents, and use equipment and electronic devices.				X

- The work environment is usually a well-lighted, environmentally controlled indoor environment with moderate level of noise.
- Works in an office environment with the option for some remote work
- Abilities First offers a flexible schedule and relaxed environment

The statements herein are intended to describe the general nature and level of work being performed but are not to be seen as a complete list of responsibilities, duties, and skills required of personnel so classified. Also, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Employee Signature

Date

Revised 7-1-14; updated 2-1-2016; 4-15-16; 3-28-17; 3-28-18; updated 5-3-19, updated 12-03-19; 10-05-20; 12-08-20; 07-25-2021