

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

**Class Title: Human Services Resource
Coordinator**

**Class Code: 51690
Pay Grade: GI**

A. Purpose:

Monitors and oversees human service programs provided to individuals with special needs, advocates for recipients of those services/programs, and manages data needed for eligibility of human service programs.

B. Distinguishing Feature:

Human Services Resource Coordinator coordinates service delivery to clients located outside a state residential facility with special needs such as developmental disability, monitors activities of service providers to ensure services are delivered as specified in the contract, advocates for individuals receiving services, and maintains and verifies data necessary to establish individual funding levels.

Human Services Program Specialist I implements and monitors human service programs and advocates for the recipients of those services. The Qualified Mental Retardation Professional (QMRP) is located at a state residential facility serving clients with developmental disabilities. Rehabilitation Counselor provides vocational rehabilitation services in order to obtain employment and/or independent living for individuals with substantial vocational impediments due to physical or mental disabilities.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Coordinates service delivery to clients with disabilities to ensure services are effective and provided timely.
 - a. Maintains knowledge of resource availability.
 - b. Assists in solving delivery issues effectively.
 - c. Assists clients in obtaining needed services in a timely manner.
2. Serves as the primary client advocate in ensuring active treatment is provided based on facility objectives, federal and state requirements, and client needs.
 - a. Facilitates self-advocacy and performs advocacy services for those who are in need.
 - b. Monitors to ensure due process procedures are followed in handling grievances.
 - c. Monitors to ensure due process for any rights restrictions have been guaranteed.
 - d. Ensures advocates or guardians are obtained to meet individual needs.
3. Participates in developing and monitoring Individual Habilitation Plans (IHP)/Individual Education Plans (IEP) to ensure adequate services are being delivered.
 - a. Ensures appropriate referrals are made for continuous services or obtains additional services as required.
 - b. Participates as an IHP team member.
 - c. Participates in the transition process for adolescents.
4. Monitors services and documentation, and coordinates activities of all disciplines involved in the active treatment process to ensure individuals are not under-served or over-served.
 - a. Reviews all components of the IHP monthly.

- b. Ensures programs, services, and supports are implemented as needed.
 - c. Monitors individuals in their residence or work at least quarterly to ensure programs, services, and supports are revised according to individuals' needs.
 - d. Ensures due process has been used prior to implementing any restrictive procedures.
 - e. Ensures all assessments are completed as needed.
 - f. Ensures the effectiveness of psychotropic medication is reviewed monthly and monitors the effectiveness of the plan and recommends revisions as needed.
 - g. Develops and carries out discharge plans.
5. Assists in securing funding for services to ensure adequate delivery of services to individuals in need.
 - a. Reviews and understands the funding sources primarily used.
 - b. Ensures initial and ongoing eligibility requirements have been met.
 - c. Ensures a continuous source of funding for services.
 - d. Ensures applications for benefits, including but not limited to Social Security (SSDI), Supplemental Security Income (SSI), and Veteran's Administration (VA) are filed.
 6. Maintains a client database to ensure proper services are provided in a timely manner.
 - a. Inputs, maintains, and verifies Inventory for Client Assessment and Planning (ICAP) data.
 - b. Inputs and maintains service record data.
 - c. Maintains external case management file.
 7. Follows up on consumers who leave services to ensure continued support or services are provided if needed.
 - a. Interviews the consumer, family/guardian, agencies, employers, etc.
 - b. Makes referrals to other services as appropriate.
 8. Provides quality assurance activities to ensure incident reports and complaints are reported and handled properly.
 9. Performs other work as assigned.

D. Reporting Relationships:

Typically does not supervise subordinates.

E. Challenges and Problems:

Challenged to strengthen and expand resources in order to provide effective long-term service to clients with disabilities. This is difficult because it involves coordinating and managing a myriad of services. Also challenged to advocate for recipients' best interests. This is difficult because of the adversarial position the incumbent must sometimes take in order to achieve desired outcomes.

Typical problems include discrepancies in services delivered compared to an individual's needs and preferences, complaints by recipients and families, differences in opinion between members of the individual's team, and discrepancies in assessment scores that determine individual funding levels.

F. Decision-making Authority:

Decisions include determination of eligibility, recommendations of individual funding levels, recommendations of assessments and plan development, determination of need for advocacy services, and determination of application of due process procedures.

Decisions referred include final approval of individual funding levels and politically sensitive or legal issues surrounding the delivery of services.

G. Contact with Others:

Daily contact with consumers, advocates, and service providers to monitor the delivery and coordination of services; weekly contact with families, state office staff, and other human service professionals in the community.

H. Working Conditions:

A majority of the work is done in individual's homes or work places. All other work is performed in a typical office environment. Moderate travel is required.

I. Knowledge, Skills and Abilities:

Knowledge of:

- various services and resources available within agencies, the local community, and statewide;
- interviewing and other information gathering techniques;
- the structure and function of human services and social services;
- assessment and individual service planning process.

Ability to:

- deal tactfully with others;
- develop professional relationships with service providers and consumers;
- exercise sound judgement in the performance of assigned responsibilities;
- write meaningful, concise, and accurate reports and correspondence;
- analyze data and information and draw conclusions;
- assess program effectiveness.