

Job Title: Supervisory Service Coordinato  
 Requisition Number: JO-1604-5247  
 Grade: 13  
 Salary Range: \$84,136.00 - \$117,789.00  
 Promotion Potential:  
 Agency: Disability Services  
 Location: 1125 15th St NW  
 Area of Consideration: Open to the Public  
 Opening/Closing Date: 4/14/2016 - 4/24/2016

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SUPERVISORY SERVICE COORDINATOR  
 MS-101-13  
 \$84,136 - \$117,789  
 Management Supervisory Services (MSS – AT WILL)

### Introduction

If you like to stay busy and immersed in cultural activities, then Washington, DC is the place to be! Museums, restaurants, great climate, green space and job opportunities are among the many positives of living in the Nation's Capital. Not to mention the residents of the District of Columbia are highly educated and the region has some of the best schools in the country. Each day the District of Columbia continues to be ranked in the top 10 of thriving city indicators where you can live, work and play.

This position is located in the Department on Disability Services (DDS), Office of the Deputy Director for Developmental Disabilities, Service Planning and Coordination Division. The primary purpose of this position is to provide supervisory oversight to the assigned Service Coordinators.

### Job Summary

Coordinates and implements a comprehensive service coordination program to identify individual and systemic needs, identify formal and informal services and resources to meet those identified needs, monitor the quality of service delivery, and ensure remediation of service delivery deficits in disability services on behalf of the District of Columbia. Reviews and approves Individual Service Plans (ISP's); reviews and approves monitoring tools, alerts, and action plans related to ISP's and service delivery concerns; reviews case notes for thoroughness and accuracy; resolves service delivery and health care concerns that are not fully addressed by subordinates; elevates issues of concern and potential problems to supervisor.

Ensures proactive and creative measures are taken to meet all identified needs and preferences in the areas of medical, educational, social, vocational, residential, rights & advocacy, and other services for individuals and families supported. Ensures informal supports are maximized, and that the use of local funding is accessed as a last resort. Determines program goals for the team jointly with management; ensures that the organization's strategic plan, mission, vision and values are integrated in all aspects of the team's work. Identifies service deficiencies and participates in development of new or revised procedures. Provides guidance to the team in implementing departmental policies, procedures, and other instructions. Reviews court reports, status reports, and fulfillment of court orders for thoroughness, accuracy, and timeliness within established guidelines. Reviews court orders and alerts management team of potential fiscal impact and rights violations; requests intervention of legal team for such issues. Ensures department's legal team is kept fully abreast of details needed to properly represent the agency in court proceedings.

Provides overall guidance, interpretation, personnel and program management to all supervised staff. Plans routine operations, special projects and new and improved activities. Reviews and approves work plans and confers with subordinates to develop properly structured activities with clearly delineated tasks, responsibilities, reporting requirements and time frames. Monitors and evaluates routine operations and special activities for quality, efficiency, effectiveness, compliance with policies and procedures, and customer satisfaction. Analyzes existing work methods and management techniques employed to determine if they provide maximum efficiency and effectiveness and revises as necessary.

Serves as an expert service coordination resource and supervisor. Provides expert technical guidance to ensure expeditious and proficient crisis management, problem solving, time management, and workload management of the team. Reviews and ensures that collected data is adequate and complete. Provides creative and active problem-solving in all situations; follows through to completion on all action and work plans, assignments, special projects, and all other areas of concern. Ensures proper communication of notification of long-term care or nursing home placement, change of placement, hospitalization, and development of pressure sores, factors determining high risk for individuals, incidents, and emergency and urgent guardianship needs. Ensures subordinates complete HCBS waiver application and documentation in a timely manner, and that Plans of Carefully address identified needs. Assists team as needed in coordination between provider agency, DCHRP and MAA for additional services.

Responsible for interpreting and providing guidance to subordinate staff on new and proposed legislation, policies and procedures. Ensures that assigned employees are trained on record keeping, documentation, policies, or protocols, court orders and service coordination. Ensures that assigned employees attend mandatory training sessions.

Makes contact with and serves as a principal liaison with multiple agencies for coordinating disability service activities and programs. In this regard, defines ultimate goals and collaborates with appropriate agency representatives in preparing master plans to accomplish program goals.

Handles the more complex and difficult research matters that involve review, digest and summarization of legal and other reference documents. Provides expert technical advice and recommendations to supervisor, attorneys and program managers on matters of substantial importance as to the continuation or abandonment of specific program activities. Monitors the consultations that the Service Coordinators have with individuals supported to increase their understanding of their rights, as well as the requirements of the disability services laws and mandates. Conducts complex team meetings to identify and address gaps in service delivery, and to recommend a plan of action to address concerns. Ensures that the plan of action is followed up. Presents the more critical and difficult cases to supervisor. Elevate all issues that remain unresolved, or have potential impact on the health, safety, and service delivery of individuals supported.

Ensures that special and recurring statistical and narrative reports are prepared and submitted to the appropriate parties. Ensures that follow-ups are performed on serious reportable incidents, alerts, and other outstanding plans of action related to health care and service delivery.

Completes monthly quality service system reviews as assigned; resolves outstanding areas of concern; tracks and trends quality of service coordination by subordinates and provides training, guidance, disciplinary action and other remediation efforts as appropriate. Evaluates subordinates' completion of required monitoring tools, face to face visits, documentation, and referrals. Ensures that statistical data is maintained, updated, and kept current, and that individuals' information in MCIS is accurate. Ensures statistical and anecdotal data and records are accurate, thorough, and written according to professional standards.

Serves as an active participant on special projects, committees, task forces and work groups for the purpose of improving the delivery of program services. Participates in supervisory conferences, training and workshops, and remains fully informed in matters of service provision to persons with disabilities, policies, procedures, and related practice issues.

Plans work to be accomplished by subordinates, sets and adjusts short-term priorities, and prepares schedules for completion of work; assigns work to subordinates based on priorities, selective consideration of the difficulty and requirements of assignments, and the capabilities of employees; approves and disapproves leave; develops performance standards and evaluates work performance of subordinates; gives advice, counsel, or instruction to employees on both work and administrative matters; interviews candidates for positions in the organization; recommends appointment, promotion, or reassignment to such positions; hears and resolve complaints from employees, referring group grievances and more serious unresolved complaints to a higher level supervisor or manager; effects minor disciplinary measures, such as warnings and reprimands, recommending other action in more serious cases; identifies developmental and training needs of employees, providing or arranging for needed development and training; periodically reviews position descriptions for accuracy; and finds ways to improve production or increase the quality of the work supervised.

Performs other related duties as assigned.

#### Collective Bargaining Union (Union)

This position is not in a collective bargaining unit.

#### Qualifications

Degree: behavioral or social science; or related disciplines appropriate to the position.

OR

Combination of education and experience that provided the applicant with knowledge of one or more of the behavioral or social sciences equivalent to a major in the field.

OR

Four years of appropriate experience that demonstrated that the applicant has acquired knowledge of one or more of the behavioral or social sciences equivalent to a major in the field.

#### Licensures, Certifications and other requirements

NONE

#### Education

Behavioral or social science; or related disciplines appropriate to the position.

#### Work Experience

Ability to independently organize work, set priorities, and meet multiple deadlines.

Ability to communicate effectively both orally and in writing is required.

Comprehensive knowledge of the policies, protocols, mandates, and processes related to the DC Disability Services and their impact on the delivery of services and supports to people.

Ability to analyze issues to define feasible options to problems when deviating from established procedures and policies.

Ability to maintain a professional environment by following organizational policies, guidelines and safety procedures.

Ability to apply interpersonal and administrative skills to supervise and coordinate systematic and professional efforts to meet established and anticipated needs of program objectives.

#### Work Environment

The work is moderately sedentary but requires some physical exertion. Typically the incumbent sits comfortably to do the work. However,

assignments regularly involve long periods of walking, standing, and travel to various locations in and outside of the metropolitan area.

While the work is typically performed in an office setting, the work requires outside visits, in the community, in any kind of weather. Exposure to contagious disease is common.