

## **I/DD SERVICE COORDINATOR - MADRAS, OREGON**

BestCare Treatment Services in Madras is recruiting for a I/DD Service Coordinator! This is a Full-Time regular position that includes a competitive benefits package, FOUR WEEKS of paid time off, NINE recognized holidays, and a retirement account option. Starting wage for this position is \$21.00 - \$27.55/hour DOE.

BestCare Treatment Services is proud to be one of the longest-term providers of alcohol & drug rehabilitation and mental health services in the Central Oregon region. We got our start in November of 1997, thanks to a partnership between Deschutes County, State of Oregon, and St. Charles Medical Center. From a modest, singular drug rehab center, we have grown to offering residential and outpatient services in four cities in addition to the only Spanish-speaking alcohol and drug rehab facility in the state. We have helped thousands of people find the help they need in a caring and collaborative environment and we remain true to our founding mission:

***To advocate and provide compassionate care in the treatment and prevention of addiction and mental illness.***

As an agency, BestCare has a family feel with a supportive staff of hard-working professionals whose compassion and dedication is unmatched in our industry. They are smart, kind, innovative and strive to offer the best services available under all circumstances. Does this sound like you? If so, we invite you to join our team by applying for this exciting position.

Located in beautiful Central Oregon, about 45 minutes north of Bend, and surrounded by quaint farms and working cattle ranches, Madras, Oregon, is home to scenic river gorges, deep desert canyons, and other delightful treasures. The community is tight-knit and is known for its livability, affordability, community spirit as well as its rich mix of cultures. The surrounding landscape offers gorgeous snow-capped mountain views, fresh, clean rivers and lakes and breezy high desert plains. Madras is in close proximity to a myriad of destination locations for fun and relaxation including breath-taking Mt. Hood, world famous Smith Rocks State Park, and Cove Palisades State Park on Lake Billy Chinook just to name a few.

For a video tour of Madras, take a look at this video:

[Madras Oregon: Beyond the Windshield - YouTube](#)

If this sounds enticing, don't wait! Apply today and join the family!

**Title:** IDD Service Coordinator

**Program:** BestCare-Jefferson County Intellectual/Developmental Disabilities Program

**Program Location:** Madras, Oregon

**Supervisor:** Developmental Disabilities Program Supervisor

**Employment Status:** Full Time Regular

**FLSA Classification:** Non-Exempt

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**General Duties:** The Intellectual/Developmental Disabilities (I/DD) Services Coordinator works under the general direction of the I/DD Program Manager, providing coordination of services for persons experiencing intellectual and/or developmental disabilities. Services Coordinators assess needs, facilitate services planning, make referrals, and authorize services for individuals with intellectual and developmental disabilities, working closely with program participants, guardians, and families. Service Coordinators also coordinate services with local and statewide governmental entities, community partners, independent providers, and provider agencies.

**Job Relationships:**

- Reports to: CDDP Program Manager; Program Director
- Employees Supervised: None

**Specific Duties:**

- Attends interagency meetings and training.
- Meets all timelines for assessments and level of care, planning documentation, case management contacts and monitoring, eligibility and transition documentation, and other requirements, in compliance with OARs and organizational standards and best practices.
- Completes timely clinical documentation of services provided, including progress notes for qualifying encounters, reports, correspondence, and behavioral data to justify program billing claims, and to address the requirements of various agencies, including Office of Developmental Disabilities Services, Oregon Department of Humans Services, and BestCare Treatment Services, maintaining compliance with all applicable Oregon Administrative Rules and Oregon Revised Statutes.
- Provides coordination and follow-up with social service agencies, medical providers, and other allied agencies and institutions to ensure continuity of care and an integrated service system.
- Provides case management services to all eligible individuals, in accordance with OAR 411-415. Services are provided in a variety of community settings, with consideration to client preference. Services are prioritized in accordance with OAR 411-320-0040(2).
- Attends required case manager trainings, including completion of online core competency modules within the first 90 days of employment, and 20 hours per year of Department sponsored or other training in the areas of intellectual or developmental disabilities.
- Facilitates or participates in annual assessments of needs for individuals with I/DD, including Children's Needs Assessments (CNA), Adult Needs Assessments (ANA), Support Needs Assessment Profiles (SNAP), and/or Support Intensity Scales (SIS), or other assessments, as required, in order to determine service needs and funding.
- Facilitates or participates in annual Oregon Needs Assessments (ONA) to determine support needs, risks, and Level of Care (LOC) approval for Medicaid funded services for each individual requesting or continuing waiver services.
- Assures individual choice of case management, provider services, and service settings annually, as well as an annual notification of rights.
- Coordinates service planning for individuals, including the completion of annual Individual Support Plans (ISP) for individuals requesting funded services, and Annual Plans (AP) for individuals receiving case management only services, including the authorization of provider services.
- Makes referrals to independent and agency providers for funded services, and to community partners and other providers, such as medical or behavioral health providers, employment services providers and OVRs, as requested by the individual or guardian.

- Assists clients in acquiring the home and community-based services and resources needed to achieve their goals and maintain independence in the community.
- Works in close collaboration with families, community partners, residential providers, and other social service agencies.
- Participate in entry and exit meetings, including the completion of transition planning and documentation to ensure successful transition for the individual.
- Review provider progress notes, Personal Support Worker (PSW) time sheets, positive behavior support plans, and other documentation to assure the provision of funded services and payment of claims.
- Attends IEPs and transition meetings for individuals, as required, and assists with transition planning for individuals transitioning to adult services.
- Conducts all work consistent with an appropriate professional code of ethics.
- Assures timely incident reporting by providers, families, and individuals, and documentation of serious events in the centralized reporting database. Completes required training in use of the Centralized Abuse Management (CAM) reporting system.
- Reports abuse of individuals with intellectual or developmental disabilities, in order to ensure the provision of protective services and follow up, communicating with and assisting the protective services investigator, and coordinating with providers, law enforcement, the Department, and others, as required.
- Makes referrals and assists individuals in obtaining Medicaid service and OHP eligibility, as needed.
- Assists the Eligibility Specialist in coordinating the redetermination of eligibility for individuals, as required.
- Assists the Designated Referral Contact in coordinating residential placements for individuals, as needed.
- Assures service quality, in compliance with applicable OARs, and of documentation maintained in electronic and file room files for each individual in the services coordinator's caseload.
- Acts independently in the community and promotes a positive image of Crook County, the Intellectual/Developmental Disabilities Program, and BestCare Treatment Services.
- Protects confidentiality and client rights of all program participants of BestCare Treatment Services at all times, according to policy and procedure.
- Regular attendance is an essential function of this position.
- Serves as liaison between the agency and community or other County personnel; provide high level technical information and referral expertise and service relating to the program; make presentations to community groups and provide program training to staff, volunteers, etc.
- Completes documentation within agency stated timelines.
- Performs other duties as assigned that support the overall objective of the position.

**Distinguishing Characteristics:** This position requires frequent contact with the public. This position works with individuals and family members who may be in crisis or extreme distress. Situations that may arise in this position may require novel and innovative responses. Most situations require knowledge of the Oregon system of care for persons experiencing intellectual or developmental disabilities. This position requires frequent contact with local helping agencies. Successful Service Coordinators are frequently self-starters, require little direct supervision, and are people oriented.

**Minimum Requirements:**

- A bachelor's degree in behavioral science, social science or a closely related field; or a bachelor's degree in any field and one year of human services related experience; or an associate's degree in behavioral science, social science or a closely related field and two years of human services related experience; or three years of human services related experience.
- Knowledge of the public system for Developmental Disability Services in Oregon is required. Must be familiar with Oregon Administrative Rules governing services to persons with intellectual/developmental disabilities. Must have a working knowledge of the public service system for adults and children with intellectual or developmental disabilities in Oregon.
- Experience working with individuals with intellectual or developmental disabilities, and cultural awareness, is required.
- Bilingual/Spanish not required, but would be considered a huge asset.
- Must have demonstrated skills in developing cooperative and collaborative efforts with providers, families, advocates, and persons with developmental disabilities. Must have interpersonal skills necessary to assist and advocate for program participants in group and individual settings.
- Some weekly travel and specialized trainings out of area is required. A valid driver's license is required.
- Qualified candidate must have excellent writing and computer skills.
- Ability to assist the Program Manager in meeting the needs of the community.
- Satisfactory criminal history check conducted through the Oregon Department of Human Services.

**Tools and Equipment Used:**

Must have competency in using a computer for word-processing, data base and internet usage. Must be able to operate usual office equipment, such as fax, telephone, and photocopy machine. Must have a current and valid driver's license.

**Physical Demands:**

The physical demands 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. While performing this job, the employee is regularly required to reach with hands and arms. The employee is frequently required to stand, walk, and use hands to handle, feel or operate objects or controls. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; and talk and hear. The employee must occasionally lift and/or move up to twenty (20) pounds. Specific vision abilities required by this job include close vision and the 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.

The position requires the employee to dress in a professional manner that meets the standards for professional employees in Central Oregon.

**To Apply:**

Please complete the application using the link below, and submit along with a cover letter, resume with personal email address for correspondence, any applicable licenses, certifications or degrees with transcripts, and contact information for three supervisory/professional references.

[Application for Employment – BestCare \(bestcaretreatment.org\)](https://bestcaretreatment.org)