

DEPARTMENT: HEALTH DEPARTMENT
CLASSIFICATION: COMPETITIVE
APPROVED: JULY 21, 2022

CARE/SERVICES COORDINATOR, EARLY INTERVENTION PROGRAM

DISTINGUISHING FEATURES OF THE CLASS: The work of this position is to serve as a single point of contact to assure that infants and toddlers with developmental delays and disabilities and their families receive necessary services commensurate to their needs through care coordination and individualized family service plans (IFSP); have access to quality health services; increase the number of children receiving health assessments and follow-up diagnostic and treatment services; and otherwise promote the health of children by assisting in arranging and providing for preventive and primary care services for children and increasing the self-sufficiency of families as outlined under Title II-A of Article 25 of Public Health Law and its supporting regulations. Work is performed under administrative supervision. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Upon referral, arranges to meet family; informs them of Early Intervention Program (EIP), gathers and verifies insurance information, the steps needed to determine eligibility, how to obtain services; assists them in choosing evaluation/assessment team and assists with making necessary arrangements to attend evaluation (e.g., child care for siblings, transportation, etc.);
2. Develops an IFSP with the family, assists the family to access other services/programs/funding sources (such as PHCP, WIC, Medicaid, etc.) and participates in all future IFSP reviews/meetings;
3. Periodically surveys parents for satisfaction with service delivery system;
4. Coordinates all services across agency lines, as well as other child and family services and facilitates the timely delivery of available services and required transition activities;
5. Continuously seeks the appropriate services and situations necessary to benefit the development of each child being served;
6. Coordinates and monitors the delivery of available services;
7. Maintains case files in both hard copy and electronic format;
8. Attends training sessions and meetings sponsored by the State Department of Health and other pertinent training as required;
9. Initiates and participates in presentations to local parent groups/education programs and community forums;
10. Facilitates public awareness of early intervention services through local media sources;
11. Maintains daily activity sheets, case records and documentation and submits written reports as required;
12. Consults with Early Intervention Official/Designee on difficult cases.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge and understanding about infants and toddlers who are eligible for early intervention services and all federal, state, and local laws and regulations pertaining to the EIP; thorough knowledge of the nature and scope of services available under New York State's Early Intervention Program, the system of payments for services in New York State and other pertinent information relating to this program; good knowledge of departmental objectives; basic mathematical skills; skill in interviewing techniques; ability to interpret and understand verbal and written instructions and regulations; ability to maintain records and compile reports; ability to operate a computer and modern software applications at an acceptable rate of speed and accuracy; ability to maintain cooperative relationships with those seeking services, other agencies, and co-workers; ability to work as a team; sensitivity to the needs of the involved children and their families; initiative; dependability; resourcefulness; tact; sound professional judgment, emotional maturity; physical conditions commensurate with the demands of the position.

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CARE/SERVICES COORDINATOR, EARLY INTERVENTION PROGRAM CONTINUED

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma **and** one of the following:

1. Graduation with a Bachelor's Degree in a health or human services field; **OR**
2. Graduation with an Associate's Degree in a health or human services field **and** one year of experience in the provision of service coordination; **OR**
3. One (1) year of experience in service coordination and an additional year of experience in a service setting with infants and toddlers with development delays or disabilities; **OR**
4. Two (2) years of experience in service coordination activities as delineated in regulation.

NOTE:

1. A human services field includes majors in social work, psychology, mental health, early childhood development, gerontology, vocational and or psychological counseling, occupational therapy, physical therapy, therapeutic recreation, education, and nursing, etc.
2. Degrees must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.
3. Verifiable voluntary and/or part-time experience will be pro-rated.
4. Service coordination is defined in regulation as "assistance and services provided by a service coordinator to enable an eligible child and the child's family to receive the rights, procedural safeguards and services that are authorized under the Early Intervention Program."

SPECIAL REQUIREMENT: Possession of a driver's license at time of appointment and throughout duration of employment.