



FAMILY SUPPORT HAWAI'I

Supporting families and communities in providing love and care for our children... since 1979

Child Development Program

Contracted by the State of Hawaii Department of Health, Early Intervention Section

Child Development Program

JOB DESCRIPTION: Care Coordinator

TYPE OF POSITION: Exempt

APPROVED BY: _____

Executive Director

Date

I. JOB SUMMARY

As the social work component of the Child Development Programs, the Care Coordinator provides intake and planning services as well as family resource support to children and their families in order to receive program services and promote development. She/he also provides on-going care coordination and social work services for children and their families enrolled in the Child Development Program as needed. These services are provided in collaboration with families, other professional staff and consultants and reflect developmentally appropriate practice as well as cultural/linguistic sensitivity. The Care Coordinator acts as a member of a multidisciplinary team comprised of speech pathologist, physical therapist, occupational therapist, special education teacher, and medical records from the child's physician. She/he works under the general direction of the Program Manager.



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II. ESSENTIAL FUNCTIONS/DUTIES:

A. Intake and Planning:

1. Receives and screens referrals for evaluation. Contacts families through telephone, home or office visits to answer questions and to clarify procedures. Develops rapport with families and supports families to handle concerns family may have for their child.
2. Completes intake and consent for evaluation services, which includes Family Directed Assessment (FDA) to gather additional information surrounding child and family daily routine. Assists families in identifying appropriate and available services/resources (formal and informal) and linking them to the most appropriate support services.
3. Coordinates multi-disciplinary evaluation services through scheduling of evaluations and consulting with professional team members, which may include the physician, the psychologist, speech pathologist, occupational therapist, physical therapist, or audiologist, or other partner agencies.
4. Prepares evaluation report and interprets team findings to the families utilizing skills in evaluating the content of the multi-disciplinary evaluations. Supports families by presenting information in a way they can understand and in sensitive manner.
5. Plans collaboratively with parents and other team members; schedules and coordinates the Individualized Family Support Plan meeting in order to meet families' needs within state timelines. Assists in the design of individualized goals and objectives that meet both children's' and families' needs, and integrates identified child and family outcomes with resource and service options. Facilitates and participates in the review and the evaluation of the total effectiveness of the IFSP with the family.

B. Care Coordination with Children and their Families:

1. Provides on-going care coordination and support to promote service utilization by families and overcome all challenges to ensure families engagement with services.
2. Using practices that reflect understanding of the centrality of relationships in supporting children's and families' growth and development, is able to establish a working relationship/partnership with the families on behalf of the identified children in order to resolve social issues. Services may be short or long term and



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- may involve intensive collaboration for challenging and complex problems related to the child's physical and emotional condition(s).
3. Develops opportunities, support and direction for services to be provided in the child's natural environments and provide referrals for parents to meet in groups for support, socialization for their child and parenting education.
 4. Provides services collaboratively to children enrolled in the Child Development program who are high risk developmental delay; assists both the family and collaterals to provide additional support as needed. Care Coordinators provide information, referral services as well as the assurance of linkage to the resource.
 5. Facilitates a smooth transition for child and family into the next program or placement. On-going discussions occur in regards to transition prior to child aging of program and up to three months after transition has occurred. Provides parents with information and opportunities for discussion regarding future placement options. Schedules all transition/ next step meetings per family request.

C. Consultation, Training and Education:

1. Provides family with available training and resources on issues involving children with developmental delays or disabilities.
2. The Care Coordinator is a valuable member of the team who has a positive working relationship with the family.
3. As a member of the EIS team, Care Coordinator ensures that PSP model is followed and more importantly understood by the families.
4. Provides technical expertise to the team regarding issues related to psychosocial problems. Is respectful of other team members and actively facilitates collaboration among members.
5. Interacts with the community to build productive, collaborative relationships to support the achievement of program goals.
6. Contributes to the development and maintenance of a broad base of information on community resources to assist families and programs in accessing services.

D. Administrative and Other Related Duties:

Adheres to established guidelines for documentation and notation.

Establishes and maintains information system including design, accurate data



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collection and input. Participates in on-going quality assurance activities such as monthly file reviews, etc.:

1. Participates in the planning and preparation of monthly, quarterly and year-end status reports, statistical analysis, variance reports, etc.
2. May be delegated the responsibility for representation of the program at Early Intervention Provider meetings, Purchase of Service Provider meetings, etc in the absence of the Early Childhood Education Programs Manager.

III. OTHER FUNCTIONS/DUTIES

1. Works in accordance with the FSH Work Ethic Standards.
2. Actively participates in supervision that is regular, reflective and collaborative in nature. As appropriate, takes the initiative to seek supervisory support. Shares pertinent information with supervisor regarding work progress, successes, barriers, concerns and other areas that may have an impact on the program's services or image.
3. Supports the decisions of the Director and members of the management team to staff, participants and members of the community.
4. Maintains awareness of current professional information in the field of activity; undertakes regular ongoing efforts to maintain competencies in the skills used and incorporates and demonstrates new knowledge and skills on the job.
5. Other duties as requested

IV. WORKING CONDITIONS:

Generally good working conditions with some work in family homes, community settings of varying degrees of comfort.



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Equipment Use:

1. Computer use, including knowledge of Microsoft Office programs including word processing, spreadsheet, database and generation of statistical reports.
2. Video camera and communications technology knowledge.

Work Hours:

1. Generally between 8:00a–5:00p Monday through Friday; schedule is flexible based on the needs of the staff, families and agency.

V. MENTAL DEMANDS:

1. Can be frequent interruptions and changes of pace requiring flexibility.
2. Occasionally stressful with quick problem-solving abilities called for.

VI. PHYSICAL DEMANDS:

1. Work is mostly sedentary with occasional standing, walking, lifting and carrying of children or materials weighing up to twenty-five (25) pounds.
2. Occasional days in excess of eight (8) hours.
3. Makes home visits; must be able to drive a car and van, transport staff and/or families.
4. Vision sufficient to read printed materials, computer screens and to drive.
5. Hearing and speech sufficient to conduct normal in-person and telephone conversations.
6. Mobility sufficient to efficiently perform the duties of the position.



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VII. COMMUNICATION DEMANDS:

1. Extensive verbal and written communication skills which is used on a daily basis with staff, supervisor, families and community service providers. Must communicate in a positive, respectful and courteous manner.
2. Frequent written communication including case notes, physician letters, etc.

VIII. QUALIFICATION REQUIREMENTS:

Education/Training:

1. Master's Degree from an accredited school of social work;
2. Bachelor's Degree in Social Work, Sociology, Human Services or related field may be substituted with a minimum of two years' experience in early intervention with infants and toddlers and their families.

Experience:

1. A minimum of one year experience in professional health-related or social work.
2. Some training, teaching experience, with demonstrated effectiveness.

Skills/Knowledge:

1. Sensitivity to linguistic, cultural, social, economic, individual and role differences among persons and families served.



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2. Understanding of the centrality of relationships in supporting children's' and families' growth and development.
3. Ability to speak and write effectively; computer knowledge.
4. Working knowledge of community resources within their geographic areas.
5. Ability to maintain positive and productive working relationships and work with other personnel as a team member.

Other Requirements:

1. Must have a valid Hawaii driver's license, and a current Hawaii State Driver's Abstract
2. Reliable transportation to perform job functions, and proof of automobile liability insurance
3. Must be able to travel to Neighbor islands occasionally for training and/or meetings
4. Must have a home telephone or cell phone
5. With the offer of employment and prior to start date, and at the expense of FSH, applicant will be required to undergo the following:
 - A physical examination with a physician or clinic designated by FSH (scheduled within one (1) week of offer of employment)
 - TB Clearance
 - Criminal History/Background and Child Abuse Registry.
 - If a conviction within the last 10 years or information on the Child Abuse Registry is discovered that has a rational relationship to the duties of the job the job offer will be withdrawn.