

**1<sup>st</sup> Kids, Inc.**  
**JOB DESCRIPTION**

**POSITION:** SPOE Director

**SUMMARY OF GENERAL FUNCTION:** The SPOE Director will monitor and manage the cluster RFF to assure compliance with all State guidelines for payment points. S/he will supervise the LPCC Coordinators and Coordinator Supervisors with issues as related to the outcomes and strategies around Child Find/ Public Awareness, Provider Recruitment, Procedural Safeguards, Transition and Functions of the LPCCs.

**LOCATION:** Each SPOE  
**HOURS:** 40.0 hours per week; 12 month calendar  
**REPORTS TO:** 1<sup>st</sup> Kids, Inc. Executive Director

**QUALIFICATIONS:** The SPOE Director will have a minimum of bachelor's degree in special education, business, education, public relations or a related field Master's preferred. The SPOE Director will have a minimum of five years experience working with families and the community, and at least three years in a management level position with supervisory responsibilities. S/he will have a valid Indiana driver's license.

**NECESSARY SKILLS AND BACKGROUND:** The SPOE Director must be able to:

1. Demonstrate a commitment to the First Steps system, to quality and to contribute to an efficient and enjoyable work environment.
2. Effectively administrate budget development, needs assessments and monitoring.
3. Work effectively with members of the Local Planning and Coordinating Council, local advisory councils, First Steps personnel, parents, healthcare professionals, and community leaders who are critical to the success and effectiveness of First Steps
4. Foster and promote positive communication and collaborative relationships.
5. Communicate effectively with individuals and groups about First Steps.
6. Be highly organized and self directed.
7. Be proficient and be able to show leadership with regards to community needs and outreach within the cluster.
8. Effectively work as part of a multi county team.
9. Possess leadership qualities to motivate and supervise staff.
10. Relate comfortably, sensitively and respectfully to consumers and potential consumers.
11. Plan and develop written communications.
12. Be familiar with infant and toddler development as well as the early intervention system and experience in neonatal intensive care settings.

**JOB RESPONSIBILITIES:** The SPOE Director is responsible to:

1. Conceptualize and administer the grant so it is culturally sensitive and meets the needs of the demographically diverse communities within the cluster.
2. Participate in State and Regional Meetings, representing the cluster.
3. Serve as the lead spokesperson for the cluster
4. Serve as the First Steps liaison for the cluster to the Bureau of Child Development
5. Keep accurate and timely records including those required by the fiscal agent for monitoring of the payment points for the RFF, and any other statistics which may be required.
6. Follow and adhere to all federal, state and agency policies.
7. Utilize and provide support for the EIHub electronic system.
8. Conduct routine file reviews to monitor compliance with federal and state requirements and identify areas for additional training
9. Perform other tasks that may be required for a smooth and effective functioning of the cluster.

**ABILITIES:** The SPOE Director will be able to:

1. Take responsibility for the First Steps activities as described in the RFF
2. Relate comfortably and respectfully to the council members, families and potential consumers.
3. Work effectively as part of a multi county team.
4. Communicate clearly (verbal and written) with community representatives, Council members, and Bureau of Child Development/FSSA.
5. Communicate the values of the state's First Steps system to those with whom s/he comes in contact.
6. Maintain confidentiality in matters related to children and their families.

**1<sup>st</sup> Kids, Inc.**  
**JOB DESCRIPTION**

**POSITION:** Coordinator Supervisor

**SUMMARY OF GENERAL FUNCTION:** The Service Coordinator Supervisor supervises ongoing service coordination functions, and also serves as an ongoing Service Coordinator for infants and toddlers referred to First Steps.

**LOCATION:** Each SPOE  
**HOURS:** 40 hours per week; 12 month calendar  
**REPORTS TO:** SPOE Supervisor

**QUALIFICATIONS:** The Coordinator Supervisor will have a bachelors/masters degree in special education, social work, early childhood or a related field. It is preferred that the Coordinator Supervisor will have a minimum of three years experience working with families and at least two years of management experience with supervision responsibilities. S/he will be certified and credentialed by the state to provide service coordination to infants and toddlers and their families. S/he will have a valid Indiana drivers' license.

**NECESSARY SKILLS AND BACKGROUND:** The supervisor must be able to:

1. Demonstrate a commitment to the First Steps system, to quality and to contribute to an efficient and enjoyable work environment.
2. Effectively administer, program planning, accompanying objectives, budget development and monitoring of programs.
3. Possess leadership qualities to motivate and supervise staff.
4. Be able to effectively train and mentor new staff.
5. Relate comfortably, sensitively and respectfully to consumers and potential consumers.
6. Plan and develop written communications.
7. Be proficient and be able to show leadership
8. Be highly organized and self directed.
9. Be familiar with infant and toddler development as well as the early intervention system and experience in neonatal intensive care settings.

**JOB RESPONSIBILITIES:** The Supervisor is responsible to:

1. Conceptualize and administer the Service Coordination component so it is culturally sensitive and meets the needs of a demographically diverse region.
2. Work effectively with the Regional LPCC Coordinator, members of the cluster LPCC Council, as well as Local Councils, First Steps personnel, parents, healthcare professionals, and community leaders who are critical to the success and effectiveness of the First Steps system.

3. Work with the Regional LPCC Coordinator to assure that the state's Service Coordination requirements are met within the cluster.
4. Work with computer data programs that translate into the ability to work with the EIHub electronic system.
5. Participate in a state and regional network what would promote growth and development of First Steps.
6. Serve as a Service Coordinator and provide those responsibilities as outlined in the Service Coordinator's job description.
7. Recruit, train, supervise and evaluate program staff.
8. Keep accurate and timely records including those required by First Steps, the LPCCs, 1<sup>st</sup> Kids, and any other statistics which from time to time will be required.
9. Attend meetings as required by the state, the LPCC and 1<sup>st</sup> Kids.
10. Follow and adhere to all federal and state and agency policies and procedures.
11. Perform other tasks that may be required for the smooth and effective functioning of First Steps.

**ABILITIES:** The Supervisor will be able to:

1. Supervise Service Coordination within the SPOE.
2. Take responsibility for Service Coordinator activities
3. Relate comfortably, sensitively, and respectfully to families and children and all potential program consumers.
4. Work effectively as part of a multi county, multi-disciplinary team.
5. Work with minimum supervision in the day to day operations of the SPOE.
6. Communicate the values of the state's First Steps system to those with whom s/he comes in contact.
7. Maintain confidentiality in matters related to children and their families.

**1<sup>st</sup> Kids, Inc.**  
**JOB DESCRIPTION**

**POSITION:** Service Coordinator

**SUMMARY OF GENERAL FUNCTIONS:** The Service Coordinator for infants and toddlers referred for First Steps is the facilitator for the child and his or her family in coordinating comprehensive early intervention and community services.

**LOCATION:** SPOE

**REPORTS TO:** Coordinator Supervisor

**QUALIFICATIONS:** The Service Coordinator will have a baccalaureate degree in special education, social work, or a related field. Exceptions may be made for candidates who have experience as a First Steps Service Coordinator. S/he will have a valid Indiana drivers' license. Candidates must be in good standing with the State.

**JOB RESPONSIBILITIES:** The Service Coordinator is responsible to:

1. Answer telephone in a professional and courteous manner, direct calls to appropriate staff, receive and record referrals accurately
2. Take referrals for his/her assigned area (and other areas as needed) and complete the intake process within the federally mandated 45 day timeline.
3. Contact each family within two business days of referral date.
4. Meet with families at times and locations convenient to the family within 14 days of the referral date.
5. Serve as the contact for families as they access the early intervention system in his/her assigned area (and other areas as needed).
6. Inform families of their rights in the early intervention system. Be knowledgeable and in compliance with complaint and due process procedures.
7. Conduct family interviews to determine family concerns and preferences for the child within the context of First Steps.
8. Maintain each child's EIHub record.
9. Secure all pertinent information and evaluations concerning the child which might lead to eligibility determination.
10. Review and discuss with the multi-disciplinary team all pertinent information, concerns and issues with regard to the child's development.
11. Complete the financial/cost participation and family insurance information as required by First Steps.
12. Obtain completed PHS from physician and send referrals to Assessment Team scheduler.
13. Notify all members of the multi-disciplinary team, including the family, with a 10 day written prior notice of all Individual Family Service Plan (IFSP) meetings including Review, Annual, and Transition meetings. Convene the meetings with the family and team at a time and place which is convenient to them and falls within the directive of the timelines established by the State.
14. Facilitate the provision of assessments.
15. Facilitate development of the IFSP to meet the developmental needs of the child that are family centered, fiscally responsible, and with services in the child's natural environment.

Assist with locating resources, providers, as well as the authorization and referral process to assure that IFSP services are provided in a timely manner.

16. Facilitate the completion of all necessary forms required by the State and assist the family in identifying and accessing additional resources and programs.
17. Notify Assessment team members 60 days prior to the end of the current IFSP for re-determination of eligibility.
18. Develop IFSP's to meet the developmental needs of the child that are family centered, fiscally responsible, and with services in the child's natural environment. Assist with the authorization and referral process to assure that IFSP services are provided in a timely manner.
19. Secure all appropriate signatures for the authorization of services and submit necessary documentation for claims to the state to assure the availability of services for the child.
20. Conduct the Transition meeting and complete the Transition Packet, including 30 month notice to the LEA, for all children that are 28 months or older at Initial IFSP to ensure compliance with the Federal requirement.
21. Conduct Transition Meetings with all families whose child is exiting the EI system.
22. Conduct the Transition meeting and complete the Transition Packet for all children between 90 and 270 days before the third birthday to ensure compliance with the Federal requirement.
23. Maintain all records and documentation as required by the program.
24. Ensure that, at all times, their representation of DDRS/Bureau of Child Development Services, the Cluster, including the SPOE and 1<sup>st</sup> Kids, Inc. is accurate and family centered, and no activities are conducted that are adversarial to or inconsistent with 1<sup>st</sup> Kids, Inc. and the state program policies, regulations or practices.
25. Abide by all state and federal procedures and guidelines for the First Steps program.
26. Attend departmental staff meetings, state required meetings, and in-service training as scheduled or required.
27. Perform other tasks that may be assigned from time to time which do not necessitate the change of this job description.
28. Maintain online calendar to reflect all appointments, meetings, and trainings.

**ABILITIES:** The Service Coordinator will be able to:

1. Relate comfortably, sensitively and respectfully to families and children and all potential program consumers.
2. Take responsibility for Service Coordination activities.
3. Work effectively as part of a multi-member, multi -county, multi- disciplinary team.
4. Work in conjunction with fellow Service Coordinators, Service Coordinator Supervisors, Director, and support staff in the day to day operations of the SPOE.
5. Maintain confidentiality in matters related to children and their families.

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Employee signature

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Date

**1<sup>st</sup> Kids, Inc.**  
Job Description

**Position:** Administrative Assistant (Data Entry)

**Qualifications:** The Administrative Assistant must have a High School degree or its equivalent. Must possess the ability to communicate orally and in writing; must have knowledge and skill in Microsoft Office applications, and must be able to learn other electronic systems.

**Location:** Cluster System Point of Entry

**Supervision:** Reports to the SPOE Director

**Responsibilities:**

Duties include but are not limited to:

- Assign and record referrals in Excel spreadsheet daily (am/pm), update electronic copy of referral log at the end of each day;
- Timely and accurate data entry of referral information, intake information, IFSPs, provider authorizations (intake/ongoing) into EIHub database
- Process Assessment Team evaluations for billing and enter authorizations into the EIHub database on a daily basis.
- Adhere to FERPA regulations
- Provide additional administrative support as requested by management team.

**Abilities:** The Administrative Assistant will be able to:

- Relate comfortably, sensitively and respectfully to families and children and all potential program consumers.
- Take responsibility for Administrative Assistant activities.
- Work in conjunction with Service Coordinators, Service Coordinator Supervisors, Director and support staff in the day to day operations of the SPOE.
- Maintain confidentiality in matters related to children and their families.

**1<sup>st</sup> Kids, Inc.**  
**Job Description**

**Position:** Administrative Assistant (Assessment Team Scheduler)

**Qualifications:** The Administrative Assistant must have a High School degree or its equivalent. Must possess the ability to communicate orally and in writing; must have knowledge and skill in utilizing Microsoft Office applications, and basic accounting experience preferred.

**Location:** Each Cluster SPOE

**Supervision:** Reports to SPOE Director

**Responsibilities:**

Duties include but are not limited to:

- Communicate with families and First Steps staff in a professional and courteous manner
- Contact families promptly to ensure evaluation are completed within required timelines
- Maintain organized schedule and disseminate schedule to Assessment Team members and First Steps staff in a timely manner.
- Notify Assessment Team members and coordinators of changes within the schedule promptly
- Maintain organized system for working files and provide client information to appropriate Assessment Team members
- Adhere to FERPA regulations.
- Provide additional administrative support as requested by management team.

**Abilities:** The Administrative Assistant will be able to:

- Relate comfortably, sensitively and respectfully to families and children and all potential program consumers.
- Take responsibility for Administrative Assistant activities.
- Work in conjunction with Service Coordinators, Service Coordinator Supervisors, Intake Coordinators, Director and support staff in the day to day operations of the SPOE.
- Maintain confidentiality in matters related to children and their families.
- Utilize Microsoft Office applications.
- Work independently and maintain an organized work space.

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Employee Signature

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Date



**1<sup>st</sup> Kids, Inc.**  
Job Description

**Position:** Administrative Assistant (Payroll)

**Qualifications:** The Administrative Assistant must have a High School degree or its equivalent. Must possess the ability to communicate orally and in writing; must have knowledge and skill in utilizing Microsoft Office applications, have ability to learn new electronic systems and basic accounting experience preferred.

**Location:** 1<sup>st</sup> Kids SPOE

**Supervision:** Reports to the HR Coordinator

**Responsibilities:**

Duties include but are not limited to:

- Assessment Team Billing including Service Logging in EIHub
- Gather mileage and timesheets, submit to accounting.
- Adhere to FERPA regulations.
- Provide additional administrative support as requested by management team.

**Abilities:** The Administrative Assistant will be able to:

- Relate comfortably, sensitively and respectfully to families and children and all potential program consumers.
- Take responsibility for Administrative Assistant activities.
- Work in conjunction with Service Coordinators, Service Coordinator Supervisors, Intake Coordinators, Director and support staff in the day to day operations of the SPOE.
- Maintain confidentiality in matters related to children and their families.
- Utilize Microsoft Office applications.
- Work independently and maintain an organized work space.

**1<sup>st</sup> Kids, Inc.**  
**JOB DESCRIPTION**

**POSITION:** LPCC Supervisor

**SUMMARY OF GENERAL FUNCTION:** The LPCC Supervisor will serve as the communication facilitator for the SPOE

**LOCATION:** Each SPOE  
**REPORTS TO:** SPOE Director

**QUALIFICATIONS:** The LPCC Supervisor will have a bachelor's degree in business, education, public relations, communications or a related field. Two years' experience working with the community and families is preferred. S/he will have a valid Indiana driver's license.

**NECESSARY SKILLS AND BACKGROUND:** The LPCC Supervisor must be able to:

1. Demonstrate a commitment to the First Steps system, to quality and to contribute to an efficient and enjoyable work environment.
2. Work effectively with members of Local Advisory Committees as well as the Cluster Coordinating Council, First Steps personnel, parents, healthcare professionals, and community leaders who are critical to the success and effectiveness of First Steps
3. Fosters and promotes positive communication and collaborative relationships.
4. Communicates effectively with individuals and groups about First Steps.
5. Be highly organized and self directed.
6. Effectively work as part of a team.

**JOB RESPONSIBILITIES:** The LPCC Supervisor is responsible to:

1. Plan and coordinate, with local representatives, committee activities to meet LPCC grant outcomes (*public awareness/child find, transition, provider relations, and procedural safeguards/quality assurance*) in all counties served by the SPOE.
2. Plan and coordinate group and individual presentations regarding the early intervention system and how to access the services offered through First Steps.
3. Plan and develop written communications for the local advisory councils.
4. Plan and develop written communication and reports to support compliance with RFF requirements.
5. Follow and adhere to all federal, state and agency policies.
6. Perform other tasks that may be required for a smooth and effective functioning of child find public awareness activities within the Cluster.
7. Perform other tasks relative to the Cluster RFF as designated.
8. Serve as a member of the agency management team

**ABILITIES:** The LPCC Supervisor will be able to:

1. Take responsibility for the communication and council efforts in all counties served by the SPOE.
2. Relate comfortably and respectfully to the council members, families and potential consumers.
3. Work effectively as part of a team.
4. Communicate clearly (verbal and written) with community representatives, Council members, and State staff.
5. Work with minimum supervision in the day to day operations of the LPCC.
6. Maintain confidentiality in matters related to staff, children and their families.

*1st Kids, Inc.*  
**JOB DESCRIPTION**

**POSITION:** Director of Quality Assurance and Human Resources

**SUMMARY OF GENERAL FUNCTION:** The Director of Quality Assurance and Human Resources monitors program functions to ensure compliance with requirements as established by State and Federal program requirements. In addition, the Director serves to coordinate benefits and personnel information for all staff as well as supervise and coordinate 1<sup>st</sup> Kids Administrative Team.

**LOCATION:** SPOE

**HOURS:** 40.0 hours per week; 12 month calendar

**REPORTS TO:** Executive Director

**QUALIFICATIONS:** The Director of Quality Assurance and Human Resources will have a bachelors/masters degree in special education, social work, early childhood or a related field. The supervisor will have a minimum of five years experience working with families and at least three years in a management level position with supervision responsibilities. S/he will be certified and credentialed by the state to provide service coordination to infants and toddlers and their families. S/he will have a valid Indiana drivers' license.

**NECESSARY SKILLS AND BACKGROUND:** The QA/HR Director must be able to:

1. Demonstrate a commitment to the First Steps system, to quality and to contribute to an efficient and enjoyable work environment.
2. Effectively administer, program planning, accompanying objectives, budget development and monitoring of programs.
3. Possess leadership qualities to motivate and supervise staff.
4. Be able to effectively train and mentor new staff.
5. Relate comfortably, sensitively and respectfully to consumers and potential consumers.
6. Plan and develop written communications.
7. Be proficient and be able to show leadership
8. Be highly organized and self directed.
9. Be familiar with federal and state requirements of the program.
10. Be familiar with the employment benefits
11. Be proficient in various electronic systems utilized by the state and SPOE

**JOB RESPONSIBILITIES:** The QA/HR Director is responsible to:

1. Maintain all personnel files
2. Collaborate with management to develop and review policies and procedures

3. Conduct routine file reviews to monitor compliance with federal and state requirements and identify areas for additional training
4. Provide benefits orientation to new staff
5. Process employee benefits applications for new enrollment and changes in benefits
6. Process employee personnel changes per employee request or as required
7. Recruit and assess potential candidates for hire
8. Collect and report quality assurance data and HR data to SPOE Directors and LPCC Supervisors
9. Review initial and annual credentialing completed by each employee annually to ensure accuracy and compliance
10. Coordinate with SPOE Directors and LPCC Supervisors to ensure appropriate trainings required to meet annual credentialing requirements are available
11. Work collaboratively with LPCC Supervisors and their respective councils
12. Work with the SPOE Directors and LPCC Supervisors to assure that the state's requirements are met within the cluster.
13. Work with computer data programs that translate into the ability to work with the EIHub electronic system.
14. Participate in a state and regional network what would promote growth and development of First Steps.
15. Keep accurate and timely records including those required by First Steps, the LPCCs, 1<sup>st</sup> Kids, and any other statistics which from time to time will be required.
16. Attend meetings as required by the state, the LPCC and 1<sup>st</sup> Kids.
17. Participate in 1<sup>st</sup> Kids Board of Director meetings and report to the Board regarding Human Resource and quality assurance
18. Follow and adhere to all federal and state and agency policies and procedures.
19. Perform other tasks that may be required for the smooth and effective functioning of First Steps.

**ABILITIES:** The The QA/HR Director will be able to:

1. Take responsibility for activities related to the position
2. Communicate effectively with all staff and departments related to the operations of the program
3. Relate comfortably, sensitively, and respectfully to families and children and all potential program consumers.
4. Work effectively as part of a multi county, multi-disciplinary team.
5. Work with minimum supervision in the day to day operations of the SPOE.
6. Communicate the values of the state's First Steps system to those with whom s/he comes in contact.
7. Maintain confidentiality in matters related to children and their families.

**1<sup>st</sup> Kids, Inc.**  
**JOB DESCRIPTION**

**POSITION:** Executive Director

**SUMMARY OF GENERAL FUNCTION:** The Executive will be responsible for the oversight of the operations of the SPOE and LPCC in Clusters A, B, C and D. The Executive Director will serve as the liaison between the organization and State Division of Disability and Rehabilitative Services and the Bureau of Child Development. The Executive Director will directly supervise the Cluster Directors and Quality Assurance and Human Resources Director. The Executive Director is ultimately responsible for compliance in the execution of the SPOE and LPCC contract and compliance with all State and Federal guidelines

**LOCATION:** First Steps Regions A, B, C and D  
**HOURS:** 40.0 hours per week; 12 month calendar  
**REPORTS TO:** 1<sup>st</sup> Kids, Inc. Board of Directors

**QUALIFICATIONS:** The Executive Director will have at minimum a bachelor's degree in a social service related field, business, education, public relations or a related field Master's degree preferred. The Executive Director will have a minimum of five years of leadership and supervisory experience, experience in fiscal management and experience working with families and community partners, S/he will have a valid Indiana driver's license.

**NECESSARY SKILLS AND BACKGROUND:** The Executive Director must be able to:

1. Demonstrate a commitment to the First Steps system, to quality and to contribute to an efficient and enjoyable work environment.
2. Effectively administrate budget development, needs assessments and monitoring.
3. Work effectively with members of the 1<sup>st</sup> Kids Board of Directors as well as the Local Planning and Coordinating Councils local advisory councils, First Steps personnel, parents, healthcare professionals, and community leaders who are critical to the success and effectiveness of First Steps
4. Foster and promote positive communication and collaborative relationships.
5. Communicate effectively with individuals and groups.
6. Be highly organized and self directed.
7. Be proficient and be able to show leadership with regards to community needs and outreach within the cluster.
8. Effectively work as part of a multi county team.
9. Possess leadership qualities to motivate and supervise staff.
10. Relate comfortably, sensitively and respectfully to consumers and potential consumers.
11. Plan and develop written communications.
12. Be familiar with infant and toddler development as well as the early intervention system.

**JOB RESPONSIBILITIES:** The Executive Director is responsible to:

1. Conceptualize and administer the SPOE and LPCC Contract in a culturally sensitive manner that meets the needs of the demographically diverse communities within each region.
2. Participate in State and Regional Meetings, representing the organization.
3. Serve as the lead spokesperson for the agency
4. Serve as the First Steps liaison for the cluster to DDRS and the Bureau of Child Development
5. Keep accurate and timely records, and any other statistics which may be required.
6. Follow and adhere to all federal, state and agency law, rules and policies.
7. Utilize and provide support for the EIHub electronic system.
8. Perform other tasks that may be required for a smooth and effective functioning of the organization.

**ABILITIES:** The SPOE Director will be able to:

1. Take responsibility for the First Steps activities as described in the RFF
2. Relate comfortably and respectfully to the Board of Directors, council members, families and potential consumers.
3. Work effectively as part of a multi county team.
4. Communicate clearly (verbal and written) with community representatives, Council members, DDRS and Bureau of Child Development/FSSA.
5. Communicate the values of the State's First Steps system to those with whom s/he comes in contact.
6. Maintain confidentiality.