**Thrive Alliance Job Description**

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| **Title** | First Steps – South East Program Director for Thrive Alliance | **Exempt** |
| **Reports to** | Executive Director of Fiscal Agent, Thrive Alliance | **Date last revised:**  November 2016 |
| **Supervises** | Overall responsibility for professional staff members (up to 50.0 FTE), general office staff members (up to 5.0 FTE), and contracted EDT professionals (up to 7.0 FTE). | |
| **Summary** | Serves as the primary link between the Lead Agency (FSSA) and the Fiscal Agent (Thrive Alliance). Ensures the effective management, organization, staffing, and documentation of Local Planning and Coordinating Council (LPCC), System Point of Entry (SPOE), and Eligibility Determination Team (EDT) efforts towards fulfillment of all objectives identified in the Request for Funds (RFF) submitted to the State.  LPCC Responsibilities: Facilitates development and coordination of local (eighteen counties) systems of early intervention services for families of infants and toddlers with developmental concerns and needs and collaborates with community agencies and community leaders in eighteen counties to achieve the vision of the early intervention system.  SPOE and EDT Responsibilities: Ensures that the SPOE and the EDT meet the minimum requirements set forth by federal and state guidelines and by the LPCC. Provides oversight for the day-to-day operations of SPOE and EDT to assure access for all potentially eligible children and families. Provides oversight of the maintenance of all early intervention records according to state and federal guidelines and the supervision of all SPOE/EDT personnel. | |
| **Evaluation of performance** | Performance will be evaluated based on meeting the specific goals, deadlines, and other quality indicators established for this position (technical performance), positive collaboration with other employees, and effective relationship building with clients, volunteers, and others coming into contact with Thrive Alliance. Performance monitored by LPCC and evaluated annually by both the Fiscal Agent and the LPCC. | |
| **Key outcomes expected** | * Maintain state credentials/licensure and remain in good standing with Indiana First Steps and assure that program staff meets same requirements. * Maintain comprehensive knowledge of the Indiana First Steps system and of IDEA Part C. * Assure program staff meet following minimum outcomes set forth in RFF for both LPCC and SPOE:   LPCC minimum outcomes  Provider recruitment effort that results in a full range of First Steps services throughout the cluster and offers a broad base of providers  Fulfillment of requirements for LPCC membership and participation  Review and maintenance of by-laws  Public awareness and child find in order that all eligible children are identified for service, including service to 1.4% of population under one year of age, to 3.0% of birth-to-three population, and to demographics that reflect the region  Development, implementation, and monitoring of cluster procedures and policies and of yearly plans of action  Promotion of ongoing collaborative relations in the network of early intervention, assuring mutual referrals, coordinated services, positive working relationships, participation, and interagency agreements that include:  Annual development and ongoing maintenance of transition MOAs and specific interagency agreements with transition partners and community partners throughout the eighteen-county region  Outreach in eighteen counties to stakeholders, council members, direct service providers, families, community agencies serving families with young children, primary care physicians/health care providers, and transition and community partners in order to promote communication, collaboration, and to assure that all remain fully informed of programmatic, policy, and procedural issues  Ongoing referrals from all identified community partners and professionals  SPOE/EDT minimum outcomes:  IFSP and Transition Plan development within required timelines that make available to families all opportunities under IDEA Part C  Early intervention record development and maintenance that includes documentation to support eligibility and accurate insurance and financial information for each family  Electronic linkage to State that results in daily communication of information to the Central Reimbursement Office  Spanish-speaking Service Coordinator and Service Coordinator trained in Ski\*Hi   * Assure that all staff members understand and adhere to Fiscal Agent’s (Thrive Alliance) personnel standards and policies and assure that EDT members adhere to all applicable State and Federal regulations regarding the delivery of early intervention services including:   + Maintenance of confidentiality (FERPA)   + Procedural safeguards   + Family-centered care   + Provision of services in natural environments   + Due process   + Early Intervention Best Practices   + First Steps Professional Conduct * Assure preparation and submission of all documentation required by the Lead Agency (Indiana First Steps), including required monthly reports. * Develop detailed program reports that review early intervention records and analyze statistics and report systems data for presentation to the LPCC and to the Lead Agency (FSSA/Indiana First Steps) for their Focused Monitoring Quality Review process. * Provide professional development for program staff which includes design and presentation of a minimum of monthly staff training sessions and ongoing one-on-one training. * Maintain availability to provide ongoing and timely support to staff and communicate—through staff meetings, phone, and electronic communication—on a regular basis with all staff members, including staff members assigned to outlying offices. * Assure that staff demonstrates and applies working knowledge of resources and referrals to community and state developmental, health care, and financial resources and programs (such as DCS, Head Start, DOE, Healthy Families, CSHCS) for families of young children and of eligibility standards and methods of access. * Assure that staff advocates for families through providing education and information regarding their rights, responsibilities, and procedural safeguards, ensuring that no right is violated, and providing leadership in the support of families as they advocate for their children. * Assure that staff demonstrates sensitivity to family and cultural values, to unique family circumstances, and to the respect of family choices. * Assure staff understands and complies with RMS reporting requirements. * Assure annual performance review of program staff. * Design presentations and address groups of clients and community partners. * Assure staff representation at all State, regional, LPCC, and local meetings and events. * Monitor SPOE and LPCC budget and work with Fiscal Agent to ensure accurate financial records and timely completion of all necessary documentation for reporting to the LPCC and the Lead Agency (FSSA/Indiana First Steps). * Assist Fiscal Agent in the development of the Request for Funds. * Maintain reliable transportation. | |
| **Critical skills, knowledge, and behaviors** | Carries out responsibilities in accordance with the Agency’s policies and applicable laws. Inspires and motivates others to support Thrive Alliance.  Ability to read and interpret documents and technical reports. Ability to write routine reports and routine business correspondence. Ability to speak effectively before groups of customers or employees of organizations.  Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.  As a representative of Thrive Alliance, all comments, attitudes, actions and behaviors have a direct effect on the Agency’s image and perceptions of service quality. Interaction with clients, visitors, volunteer workers, co-workers, supervisors and other employees must be in a manner that is friendly, supportive, courteous, respectful, cooperative and professional. This behavior will promote an atmosphere of teamwork and is congruent with the Agency’s standards and guidelines to promote positive relations in the community. Able to think logically and analytically. Effective problem-solving skills. Proactive in anticipating and alerting others to problems with projects or processes. High detail orientation and accuracy. Takes initiative and needs little supervision.  Able to prioritize, organize tasks and time, and follow up.  Performs responsibilities efficiently and timely.  Able to juggle multiple requests and meet multiple deadlines. Proficient in basic computer skills, i.e. Microsoft Word, Excel, Internet usage (e-mail) and the online reporting programs used throughout the organization. Demonstrates proficiency in basic mathematics. | |
| **Experience, education, degrees, licenses** | Minimum Baccalaureate Degree in a related area with minimum five (5) years of related experience in social services, leadership, and community relations. Ability to meet and maintain state licensure and credentialing requirements set forth in ***Indiana First Steps Personnel Standards*** and remain in good standing with the Indiana First Steps system. Valid Driver’s License and liability insurance. | |
| **Physical demands** | Ability to develop, access, and maintain electronic data and communications.  Ability to present to groups in training or meeting settings.  Ability to transport self on a regular basis in Indiana, generally in southern and central Indiana.  The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.  While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls. The employee frequently is required to talk or hear. The employee is required to stand, walk, sit, reach with hands and arms, stoop, and occasionally kneel, crouch, or crawl.  The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. | |
| **Work environment** | Primary work location is in the central First Steps—South East office in Columbus. Generally work is conducted a minimum of three days week at sites of community and state meetings and occasionally in homes of families.  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. | |
| **Travel** | Normal travel as required for job duties, which may include but not limited to trainings, conferences, meetings, client visits, or general office errands.  Generally, requires travel to state meetings, conferences, and trainings and to meetings and events throughout the eighteen-county region a minimum of three days each week. Requires occasional travel to homes of clients. | |

I have read and understand the responsibilities and requirements of my job description.

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Employee Signature Date

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Supervisor Signature Date

**Thrive Alliance Job Description**

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| **Title** | First Steps – South East SPOE Supervisor | **Non-Exempt** |
| **Reports to** | First Steps – South East Program Director | **Date last revised:**  June 2013 |
| **Supervises** | Responsible for contracted EDT members and supervises Data Entry Specialists and EI Records Assistant. | |
| **Summary** | Ensures that the SPOE and the EDT meet the minimum requirements set forth by federal and state guidelines and by the LPCC. Responsible for the day-to-day operations of SPOE and EDT to assure access for all potentially eligible children and families. Responsible for the maintenance of all early intervention records according to state and federal guidelines and for the supervision of all SPOE personnel and oversight of contracted EDT members. | |
| **Evaluation of performance** | Performance will be evaluated based on meeting the specific goals, deadlines, and other quality indicators established for this position (technical performance), positive collaboration with other employees, and effective relationship building with clients, volunteers, and others coming into contact with Thrive Alliance. Performance monitored by LPCC and evaluated annually by both the Fiscal Agent and the LPCC. | |
| **Key outcomes expected** | * Maintain state credentials/licensure, remain in good standing with Indiana First Steps, and assure that contracted EDT members meet credentialing requirements. * Maintain comprehensive knowledge of the Indiana First Steps system and of IDEA Part C. * Coordinate efforts of the EDT to comply with State guidelines in the determination of eligibility and authorizations of eligibility of services. * Assure EDT competence to administer, score, and interpret assessments and to communicate results to families in a clear and respectful manner. * Assure that EDT members demonstrate comprehensive knowledge of infant and toddler typical and atypical development and can explain development to families. . * Assure the completion and review of necessary assessments and evaluations by a multidisciplinary EDT to determine eligibility. * Verify the development of authorizations for essential EDT assessments and for necessary diagnostic and/or specialty assessments/evaluations. * Verify the collection and appropriate distribution of assessment reports and input. * Ensure that prior to each IFSP team meeting the Service Coordinator and IFSP team members and can clearly communicate assessment results and can provide information about assessment tools. * Collaborate in matters regarding eligibility with First Steps providers, physicians and health care providers, community agencies, Indiana First Steps staff, and others. * Assist in the development of cluster procedures and policies related to EDTs and eligibility. * Participate in the State Quality Review process and assure early intervention record development and maintenance that includes all required documentation, including documentation to support eligibility and insurance and financial information for each family. * Assure electronic linkage to State that includes daily transmission of information to the Central Reimbursement Office. * Maintain availability to meet with families at times and locations convenient to the family and to provide ongoing and timely support in respect to assessments, eligibility, and the maintenance of records to staff, Service Coordinators, and to EDT members. * Assist First Steps – South East Program Director in preparation and submission of all documentation required by the Lead Agency (Indiana First Steps), including required monthly reports and preparation of detailed SPOE/EDT reports that review early intervention records and analyze statistics and report systems data for presentation to the Lead Agency (FSSA/Indiana First Steps), the LPCC, and community partners. * Assure that EDT members and SPOE staff understand and adhere to Fiscal Agent’s (Thrive Alliance) personnel standards and policies and assure that EDT members adhere to all applicable State and Federal regulations regarding the delivery of early intervention services including:   + Maintenance of confidentiality (FERPA)   + Procedural safeguards   + Family-centered care   + Provision of services in natural environments   + Due process   + Early Intervention Best Practices   + First Steps Professional Conduct * Assure that EDT and SPOE staff demonstrate sensitivity to family and cultural values, to unique family circumstances, and to the respect of family choices. * Help coordinate and participate in monthly staff meetings/trainings and other required events. * Report immediately to First Steps – South East Program Director potential issues or concerns. * Perform related duties as assigned. * Maintain reliable transportation. | |
| **Critical skills, knowledge, and behaviors** | Carries out responsibilities in accordance with the Agency’s policies and applicable laws. Inspires and motivates others to support Thrive Alliance.  Ability to read and interpret documents and technical reports. Ability to write routine reports and routine business correspondence. Ability to speak effectively before groups of customers or employees of organizations.  Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.  As a representative of Thrive Alliance, all comments, attitudes, actions and behaviors have a direct effect on the Agency’s image and perceptions of service quality. Interaction with clients, visitors, volunteer workers, co-workers, supervisors and other employees must be in a manner that is friendly, supportive, courteous, respectful, cooperative and professional. This behavior will promote an atmosphere of teamwork and is congruent with the Agency’s standards and guidelines to promote positive relations in the community. Able to think logically and analytically. Effective problem solving skills. Proactive in anticipating and alerting others to problems with projects or processes. High detail orientation and accuracy. Takes initiative and needs little supervision.  Able to prioritize, organize tasks and time, and follow up.  Performs responsibilities efficiently and timely.  Able to juggle multiple requests and meet multiple deadlines. Proficient in basic computer skills, i.e. Microsoft Word, Excel, Internet usage (e-mail) and the online reporting programs used throughout the organization. Demonstrates proficiency in basic mathematics. | |
| **Experience, education, degrees, licenses** | Minimum Baccalaureate Degree in a related area with minimum five (5) years of related experience in social services, leadership, and community relations.  Ability to meet and maintain state licensure and credentialing requirements set forth in ***Indiana First Steps Personnel Standards*** and remain in good standing with the Indiana First Steps system. | |
| **Physical demands** | Ability to develop, access, and maintain electronic data and communications.  Ability to present to groups in training or meeting settings.  Ability to transport self on a regular basis in Indiana, generally in southern and central Indiana.  The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.  While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls. The employee frequently is required to talk or hear. The employee is required to stand, walk, sit, reach with hands and arms, stoop, and occasionally kneel, crouch, or crawl.  The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. | |
| **Work environment** | Primary work location is in the central First Steps—South East office in Columbus.  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. | |
| **Travel** | Travel is required for meetings, supervisory visits, and trainings. Additional normal travel as required for job duties, which may include but not limited to trainings, conferences, meetings, presentations, or general office errands. | |

I have read and understand the responsibilities and requirements of my job description.

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Employee Signature Date

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Supervisor Signature Date

**Thrive Alliance Job Description**

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| **Title** | First Steps – South East Service CoordinationTraining Coordinator | **Non-Exempt** |
| **Reports to** | First Steps—South East Program Director | **Date last revised:**  June 2018 |
| **Supervises** | No supervisory responsibilities | |
| **Summary** | Assist families in access to a community-based, comprehensive system of services, individually tailored to meet the families’ needs and provided in the child’s natural environment. Coordinate ongoing eligibility and the Individualized Family Service Plan (IFSP), serve as the family advocate and as the initial resource for Early Intervention services under Part C of IDEA.Help manage work flow and train Service Coordinators under supervision of First Steps – South East Program Director. | |
| **Evaluation of performance** | Performance will be evaluated based on meeting the specific goals, deadlines, and other quality indicators established for this position (technical performance), positive collaboration with other employees, and effective relationship building with clients, volunteers, and others coming into contact with Thrive Alliance. | |
| **Key outcomes expected** | * Maintain state credentials as a Service Coordinator Specialist and remain in good standing with the State. * Lead process of IFSP and teams—a minimum of family, physician, Eligibility Determination Team members, and the Service Coordinator—through problem solving strategies, the negotiation of divergent team expectations, and the resolution of conflict in order to develop team participation and IFSPs and Transition Plans that meet the following criteria:   + Compliance with all Federal and State requirements and all local policy and procedure   + Family access to all opportunities under IDEA Part C within required timelines   + Strategies, outcome statements, transition plans, and annual plans that accurately reflect the families’ needs and desires and that are based on assessment results   + Activities embedded into daily living activities and routines * Demonstrate competence in home visiting and family interviewing skills. * Collect and document client information as required by the Lead Agency (Indiana First Steps) and participate in the State Quality Review process by verifying, through the minimum of monthly file reviews, the establishment and maintenance of an early intervention record that includes:   + Accurate current documentation to support eligibility   + Accurate current insurance and financial information   + Current consents for all activities and communication related to the program   + Documentation of all contacts within the specified timelines   + Up-to-date case notes   + Physician signature approval within timeframe that assures direct services are initiated within thirty days of the IFSP * Present in a neutral manner the choices of provider networks to families. * Advocate for families through providing education and information regarding their rights, responsibilities, and procedural safeguards, ensuring that no right is violated, and providing leadership in the support of families as they advocate for their children. * Demonstrate competence in the resource and referral process through sharing information with families about eligibility standards and methods for access to health care, financial, parent-to-parent, and child/family development resources (such as DCS, Head Start, DOE, Healthy Families, CSHCS, Medicaid) and assist in the application process. * Maintain availability to meet with families at times and locations convenient to the family. * Submit information to data entry for transmission to State within specified time frame. * Network in the assigned service region to promote ongoing collaborative relations, increased options for families, and coordinated non-duplicative services in the network of early intervention—to include physicians and health care providers, transition and community partners, direct service providers, Eligibility Determination Team members, and families—in order to assure coordinated services, positive working relationships, participation, and effective interagency agreements and MOAs. * Understand and adhere to Fiscal Agent’s (Thrive Alliance) personnel standards and policies and all applicable State and Federal regulations regarding the delivery of early intervention services including:   + Maintenance of confidentiality (FERPA)   + Procedural safeguards   + Family-centered care   + Provision of services in natural environments   + Due process   + Early Intervention Best Practices   + First Steps Professional Conduct * Maintain and apply understanding of infant and toddler typical and atypical development. * Demonstrate sensitivity to family and cultural values, to unique family circumstances, and to the respect of family choices. * Provide oversight and training for assigned members of Service Coordination staff. * Help plan and lead monthly staff meetings/trainings and other required events. * Report immediately to Supervisor potential issues or concerns. * Perform related duties as assigned. * Maintain reliable transportation. | |
| **Critical skills, knowledge, and behaviors** | Carries out responsibilities in accordance with the Agency’s policies and applicable laws. Inspires and motivates others to support Thrive Alliance.  Ability to read and interpret documents and technical reports. Ability to write routine reports and routine business correspondence. Ability to speak effectively before groups of customers or employees of organizations.  Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.  As a representative of Thrive Alliance, all comments, attitudes, actions and behaviors have a direct effect on the Agency’s image and perceptions of service quality. Interaction with clients, visitors, volunteer workers, co-workers, supervisors and other employees must be in a manner that is friendly, supportive, courteous, respectful, cooperative and professional. This behavior will promote an atmosphere of teamwork and is congruent with the Agency’s standards and guidelines to promote positive relations in the community. Able to think logically and analytically. Effective problem-solving skills. Proactive in anticipating and alerting others to problems with projects or processes. High detail orientation and accuracy. Takes initiative and needs little supervision.  Able to prioritize, organize tasks and time, and follow up.  Performs responsibilities efficiently and timely.  Able to juggle multiple requests and meet multiple deadlines. Proficient in basic computer skills, i.e. Microsoft Word, Excel, Internet usage (e-mail) and the online reporting programs used throughout the organization. Demonstrates proficiency in basic mathematics. | |
| **Experience, education, degrees, licenses** | Minimum Baccalaureate Degree in a related area. Must meet and maintain state licensure and credentialing requirements set forth in ***Indiana First Steps Personnel Standards*** and remain in good standing with the Indiana First Steps system. Valid Driver’s License and automobile liability insurance. | |
| **Physical demands** | The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.  While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls. Uses hands for writing and computer access and for manipulating papers and driving. The employee frequently is required to talk or hear. The employee is required to stand, walk, sit, reach with hands and arms, stoop, and occasionally kneel, crouch, or crawl.  The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. | |
| **Work environment** | Primary work location: First Steps – South East office  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. | |
| **Travel** | Requires travel to conferences and trainings, to local meetings, and to home visits. | |

I have read and understand the responsibilities and requirements of my job description.

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Employee Signature Date

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Supervisor Signature Date

**Thrive Alliance Job Description**

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| **Title** | First Steps – South East LPCC Coordinator- | **Non-Exempt** |
| **Reports to** | First Steps – South East Program Director | **Date last revised:**  January 2020 |
| **Supervises** | No supervisory responsibilities | |
| **Summary** | Facilitates development and coordination of local (twenty-five counties) systems of early intervention services for families of infants and toddlers with developmental concerns and needs and ensures collaboration with community agencies and community leaders in twenty-five counties to achieve the vision of the early intervention system. | |
| **Evaluation of performance** | Performance will be evaluated based on meeting the specific goals, deadlines, and other quality indicators established for this position (technical performance), positive collaboration with other employees, and effective relationship building with clients, volunteers, and others coming into contact with Thrive Alliance. Performance monitored by LPCC and evaluated annually by both the Fiscal Agent and the LPCC. | |
| **Key outcomes expected** | * Maintain comprehensive knowledge of the Indiana First Steps system and of IDEA Part C. * Work with First Steps – South East Program Director to achieve minimum LPCC outcomes: * Provider recruitment effort that results in a full range of First Steps services throughout the cluster and offers a broad base of providers * Fulfillment of requirements for LPCC membership and participation * Review and maintenance of by-laws * Public awareness and child find in order that all eligible children are identified for service, of birth-to-three population, and to demographics that reflect the region * Coordination with staff to achieve ongoing collaborative relations and communication, increased options for families, and coordinated non-duplicative services in the network of early intervention assuring mutual referrals, positive working relationships, participation, and interagency agreements that ensure the following: * Development and ongoing maintenance of transition MOAs and specific interagency agreements with transition partners and community partners throughout the eighteen-county region * Outreach in twenty-five counties to stakeholders, council members, direct service providers, families, community agencies serving families with young children, primary care physicians/health care providers, and transition and community partners * Ongoing referrals from all identified community partners and professionals * Adhere to Fiscal Agent’s (Thrive Alliance) personnel standards and policies. * Work with First Steps – South East Program Director to assure preparation and submission of all LPCC documentation required by the Lead Agency (Indiana First Steps). * Work with First Steps – South East Program Director to develop detailed program reports that review early intervention records and analyze statistics and report systems data for presentation to the Lead Agency (FSSA/Indiana First Steps), the LPCC, and community partners. * Data collection and analyze of family and community partner surveys. * Design outreach presentations to address groups of clients and community partners and train other staff members to present in respective regional service areas. * Work with office manager to assure the identification, collection, assembly, and distribution of family support materials. * Coordinate representation at LPCC-related local meetings and events throughout 25-county region. * Complete initial contact for all DCS referrals not indicating specific developmental concerns. * Work with local DCS offices on CAPTA referral procedures and staff training * Website maintenance of www.firststepssoutheast.org and monitor cluster Facebook activities * Assist with electronic reporting and form development for SPOE | |
| **Critical skills, knowledge, and behaviors** | Carries out responsibilities in accordance with the Agency’s policies and applicable laws. Inspires and motivates others to support Thrive Alliance.  Ability to read and interpret documents and technical reports. Ability to write routine reports and routine business correspondence. Ability to speak effectively before groups of customers or employees of organizations.  Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.  As a representative of Thrive Alliance, all comments, attitudes, actions and behaviors have a direct effect on the Agency’s image and perceptions of service quality. Interaction with clients, visitors, volunteer workers, co-workers, supervisors and other employees must be in a manner that is friendly, supportive, courteous, respectful, cooperative and professional. This behavior will promote an atmosphere of teamwork and is congruent with the Agency’s standards and guidelines to promote positive relations in the community. Able to think logically and analytically. Effective problem-solving skills. Proactive in anticipating and alerting others to problems with projects or processes. High detail orientation and accuracy. Takes initiative and needs little supervision.  Able to prioritize, organize tasks and time, and follow up.  Performs responsibilities efficiently and timely.  Able to juggle multiple requests and meet multiple deadlines. Proficient in basic computer skills, i.e. Microsoft Word, Excel, Internet usage (e-mail) and the online reporting programs used throughout the organization. Demonstrates proficiency in basic mathematics. | |
| **Experience, education, degrees, licenses** | Minimum Baccalaureate Degree in a related area. | |
| **Physical demands** | Ability to develop, access, and maintain electronic data and communications.  Ability to present to groups in training or meeting settings.  Ability to transport self on a regular basis in Indiana, generally in southern and central Indiana.  The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.  While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls. The employee frequently is required to talk or hear. The employee is required to stand, walk, sit, reach with hands and arms, stoop, and occasionally kneel, crouch, or crawl.  The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. | |
| **Work environment** | Majority of work can be accomplished in residentially-based office with weekly travel to central office and to sites public awareness events, and trainings.  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. | |
| **Travel** | Normal travel as required for job duties, which may include but not limited to presentations, community outreach visits, conferences, meetings, or general office errands. | |

I have read and understand the responsibilities and requirements of my job description.

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Employee Signature Date

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Supervisor Signature Date

**Thrive Alliance Job Description**

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| **Title** | First Steps – South East Service Coordinator Level 1 | **Non-Exempt** |
| **Reports to** | First Steps—South East Program Director | **Date last revised:**  August 2019 |
| **Supervises** | No supervisory responsibilities | |
| **Summary** | Assist families in access to a community-based, comprehensive system of services, individually tailored to meet the families’ needs and provided in the child’s natural environment. Coordinate ongoing eligibility and the Individualized Family Service Plan (IFSP), serve as the family advocate and as the initial resource for Early Intervention services under Part C of IDEA. | |
| **Evaluation of performance** | Performance will be evaluated based on meeting the specific goals, deadlines, and other quality indicators established for this position (technical performance), positive collaboration with other employees, and effective relationship building with clients, volunteers, and others coming into contact with Thrive Alliance. | |
| **Key outcomes expected** | * Earn and maintain enrolled “Service Coordinator” status, establish good standing with the state, and work towards achieving Credentialed Service Coordinator status within two years of hire. * Lead process of IFSP and teams—a minimum of family, physician, Eligibility Determination Team members, and the Service Coordinator—through problem solving strategies, the negotiation of divergent team expectations, and the resolution of conflict in order to develop team partnerships and IFSPs and Transition Plans that meet the following criteria:   + Compliance with all Federal and State requirements and all local policy and procedure   + Family access to all opportunities under IDEA Part C within required timelines   + Strategies, outcome statements, transition plans, and annual plans that accurately reflect the families’ needs and desires and that are based on assessment results   + Activities embedded into daily living activities and routines * Demonstrate competence in home visiting and family interviewing skills. * Collect and document client information as required by the Lead Agency (Indiana First Steps) and participate in the State Quality Review process by verifying, through the minimum of monthly file reviews, the establishment and maintenance of an early intervention record that includes:   + Accurate current documentation to support eligibility   + Accurate current insurance and financial information   + Current consents for all activities and communication related to the program   + Documentation of all contacts within the specified timelines   + Up-to-date case notes   + Physician signature approval within timeframe that assures direct services are initiated within thirty days of the IFSP * Present in a neutral manner the choices of provider networks to families. * Advocate for families through providing education and information regarding their rights, responsibilities, and procedural safeguards, ensuring that no right is violated, and providing leadership in the support of families as they advocate for their children. * Demonstrate competence in the resource and referral process through sharing information with families about eligibility standards and methods for access to health care, financial, parent-to-parent, and child/family development resources (such as DCS, Head Start, DOE, Healthy Families, CSHCS, Medicaid) and assist in the application process. * Maintain availability to meet with families at times and locations convenient to the family. * Enter information into the state data system and upload documents into the secure EI record storage site within required timelines. * Network in the assigned service region to promote ongoing collaborative relations, increased options for families, and coordinated non-duplicative services in the network of early intervention—to include physicians and health care providers, transition and community partners, direct service providers, Eligibility Determination Team members, and families—in order to assure coordinated services, positive working relationships, participation, and effective interagency agreements and MOAs. * Understand and adhere to Fiscal Agent’s (Thrive Alliance) personnel standards and policies and all applicable State and Federal regulations regarding the delivery of early intervention services including:   + Maintenance of confidentiality (FERPA)   + Procedural safeguards   + Family-centered care   + Provision of services in natural environments   + Due process   + Early Intervention Best Practices   + First Steps Professional Conduct * Maintain and apply understanding of infant and toddler typical and atypical development. * Demonstrate sensitivity to family and cultural values, to unique family circumstances, and to the respect of family choices. * Participate in monthly staff meetings/trainings and other required events. * Report immediately to Supervisor potential issues or concerns. * Perform related duties as assigned. * Maintain reliable transportation. | |
| **Critical skills, knowledge, and behaviors** | Carries out responsibilities in accordance with the Agency’s policies and applicable laws. Inspires and motivates others to support Thrive Alliance.  Ability to read and interpret documents and technical reports. Ability to write routine reports and routine business correspondence. Ability to speak effectively before groups of customers or employees of organizations.  Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.  As a representative of Thrive Alliance, all comments, attitudes, actions and behaviors have a direct effect on the Agency’s image and perceptions of service quality. Interaction with clients, visitors, volunteer workers, co-workers, supervisors and other employees must be in a manner that is friendly, supportive, courteous, respectful, cooperative and professional. This behavior will promote an atmosphere of teamwork and is congruent with the Agency’s standards and guidelines to promote positive relations in the community. Able to think logically and analytically. Effective problem-solving skills. Proactive in anticipating and alerting others to problems with projects or processes. High detail orientation and accuracy. Takes initiative and needs little supervision.  Able to prioritize, organize tasks and time, and follow up.  Performs responsibilities efficiently and timely.  Able to juggle multiple requests and meet multiple deadlines. Proficient in basic computer skills, i.e. Microsoft Word, Excel, Internet usage (e-mail) and the online reporting programs used throughout the organization. Demonstrates proficiency in basic mathematics. | |
| **Experience, education, degrees, licenses** | Minimum Baccalaureate Degree in a related area. Must meet and maintain state licensure and credentialing requirements set forth in ***Indiana First Steps Personnel Standards*** and remain in good standing with the Indiana First Steps system. Valid Driver’s License and automobile liability insurance. | |
| **Physical demands** | The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.  While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls. Uses hands for writing and computer access and for manipulating papers and driving. The employee frequently is required to talk or hear. The employee is required to stand, walk, sit, reach with hands and arms, stoop, and occasionally kneel, crouch, or crawl.  Service Coordinators conduct in-home assessment and must be able to navigate into and around the individual homes to complete the assessment.  The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. | |
| **Work environment** | Primary work location: a residentially-based office. Residentially-based Service Coordinators must be present in the central office or travel to a designated meeting site when requested. Service Coordinators perform approximately quarter of the work time in client homes or at outside meetings, such as in the schools.  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. | |
| **Travel** | Requires travel to conferences and trainings, to local meetings, and to a minimum of approximately 100 visits to client homes each quarter. Residentially-based Service Coordinators must travel for meetings and trainings to a central location when requested. A valid driver’s license and auto insurance is required as is reliable transportation. | |

I have read and understand the responsibilities and requirements of my job description.

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Employee Signature Date

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Supervisor Signature Date

**Thrive Alliance Job Description**

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| **Title** | First Steps – South Service Coordinator Level 2 | **Non-Exempt** |
| **Reports to** | First Steps—South East Program Director | **Date last revised:**  June 2013 |
| **Supervises** | No supervisory responsibilities | |
| **Summary** | Assist families in access to a community-based, comprehensive system of services, individually tailored to meet the families’ needs and provided in the child’s natural environment. Coordinate ongoing eligibility and the Individualized Family Service Plan (IFSP), serve as the family advocate and as the initial resource for Early Intervention services under Part C of IDEA. | |
| **Evaluation of performance** | Performance will be evaluated based on meeting the specific goals, deadlines, and other quality indicators established for this position (technical performance), positive collaboration with other employees, and effective relationship building with clients, volunteers, and others coming into contact with Thrive Alliance. | |
| **Key outcomes expected** | * Maintain state credentials as a Service Coordinator Specialist and remain in good standing with the State. * Lead process of IFSP and teams—a minimum of family, physician, Eligibility Determination Team members, and the Service Coordinator—through problem solving strategies, the negotiation of divergent team expectations, and the resolution of conflict in order to develop team partnerships and IFSPs and Transition Plans that meet the following criteria:   + Compliance with all Federal and State requirements and all local policy and procedure   + Family access to all opportunities under IDEA Part C within required timelines   + Strategies, outcome statements, transition plans, and annual plans that accurately reflect the families’ needs and desires and that are based on assessment results   + Activities embedded into daily living activities and routines * Demonstrate competence in home visiting and family interviewing skills. * Collect and document client information as required by the Lead Agency (Indiana First Steps) and participate in the State Quality Review process by verifying, through the minimum of monthly file reviews, the establishment and maintenance of an early intervention record that includes:   + Accurate current documentation to support eligibility   + Accurate current insurance and financial information   + Current consents for all activities and communication related to the program   + Documentation of all contacts within the specified timelines   + Up-to-date case notes   + Physician signature approval within timeframe that assures direct services are initiated within thirty days of the IFSP * Present in a neutral manner the choices of provider networks to families. * Advocate for families through providing education and information regarding their rights, responsibilities, and procedural safeguards, ensuring that no right is violated, and providing leadership in the support of families as they advocate for their children. * Demonstrate competence in the resource and referral process through sharing information with families about eligibility standards and methods for access to health care, financial, parent-to-parent, and child/family development resources (such as DCS, Head Start, DOE, Healthy Families, CSHCS, Medicaid) and assist in the application process. * Maintain availability to meet with families at times and locations convenient to the family. * Enter information into the data system and upload documents into the secure EI record storage site within required timelines. * Network in the assigned service region to promote ongoing collaborative relations, increased options for families, and coordinated non-duplicative services in the network of early intervention—to include physicians and health care providers, transition and community partners, direct service providers, Eligibility Determination Team members, and families—in order to assure coordinated services, positive working relationships, participation, and effective interagency agreements and MOAs. * Understand and adhere to Fiscal Agent’s (Thrive Alliance) personnel standards and policies and all applicable State and Federal regulations regarding the delivery of early intervention services including:   + Maintenance of confidentiality (FERPA)   + Procedural safeguards   + Family-centered care   + Provision of services in natural environments   + Due process   + Early Intervention Best Practices   + First Steps Professional Conduct * Maintain and apply understanding of infant and toddler typical and atypical development. * Demonstrate sensitivity to family and cultural values, to unique family circumstances, and to the respect of family choices. * Participate in monthly staff meetings/trainings and other required events. * Assist with training of recently hired Service Coordinator staff. * Report immediately to Supervisor potential issues or concerns. * Perform related duties as assigned. * Maintain reliable transportation. | |
| **Critical skills, knowledge, and behaviors** | Carries out responsibilities in accordance with the Agency’s policies and applicable laws. Inspires and motivates others to support Thrive Alliance.  Ability to read and interpret documents and technical reports. Ability to write routine reports and routine business correspondence. Ability to speak effectively before groups of customers or employees of organizations.  Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.  As a representative of Thrive Alliance, all comments, attitudes, actions and behaviors have a direct effect on the Agency’s image and perceptions of service quality. Interaction with clients, visitors, volunteer workers, co-workers, supervisors and other employees must be in a manner that is friendly, supportive, courteous, respectful, cooperative and professional. This behavior will promote an atmosphere of teamwork and is congruent with the Agency’s standards and guidelines to promote positive relations in the community. Able to think logically and analytically. Effective problem-solving skills. Proactive in anticipating and alerting others to problems with projects or processes. High detail orientation and accuracy. Takes initiative and needs little supervision.  Able to prioritize, organize tasks and time, and follow up.  Performs responsibilities efficiently and timely.  Able to juggle multiple requests and meet multiple deadlines. Proficient in basic computer skills, i.e. Microsoft Word, Excel, Internet usage (e-mail) and the online reporting programs used throughout the organization. Demonstrates proficiency in basic mathematics. | |
| **Experience, education, degrees, licenses** | Minimum Baccalaureate Degree in a related area. Must meet and maintain state licensure and credentialing requirements set forth in ***Indiana First Steps Personnel Standards*** and remain in good standing with the Indiana First Steps system. Valid Driver’s License and automobile liability insurance. | |
| **Physical demands** | The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.  While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls. Uses hands for writing and computer access and for manipulating papers and driving. The employee frequently is required to talk or hear. The employee is required to stand, walk, sit, reach with hands and arms, stoop, and occasionally kneel, crouch, or crawl.  The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. | |
| **Work environment** | Primary work location: a residentially-based office. Residentially-based Service Coordinators must be present in the central office or travel to a central meeting location when requested, Service Coordinators perform approximately quarter of the work time in client homes or at outside meetings, such as in the schools.  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. | |
| **Travel** | Requires travel to conferences and trainings, to local meetings, and to a minimum of approximately 100 visits to client homes each quarter. Residentially-based Service Coordinators must travel for meetings to a central location when requested. | |

I have read and understand the responsibilities and requirements of my job description.

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Employee Signature Date

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Supervisor Signature Date

**Thrive Alliance Job Description**

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| **Title** | First Steps – South East Service Coordinator Level 3 | **Exempt** |
| **Reports to** | First Steps—South East Program Director | **Date last revised:**  June 2013 |
| **Supervises** | Possible supervisory responsibilities | |
| **Summary** | Assist families in access to a community-based, comprehensive system of services, individually tailored to meet the families’ needs and provided in the child’s natural environment. Coordinate ongoing eligibility and the Individualized Family Service Plan (IFSP), serve as the family advocate and as the initial resource for Early Intervention services under Part C of IDEA.Help manage work flow and train Service Coordinators under supervision of First Steps – South East Program Director. | |
| **Evaluation of performance** | Performance will be evaluated based on meeting the specific goals, deadlines, and other quality indicators established for this position (technical performance), positive collaboration with other employees, and effective relationship building with clients, volunteers, and others coming into contact with Thrive Alliance. | |
| **Key outcomes expected** | * Maintain state credentials as a Service Coordinator Specialist and remain in good standing with the State. * Lead process of IFSP and teams—a minimum of family, physician, Eligibility Determination Team members, and the Service Coordinator—through problem solving strategies, the negotiation of divergent team expectations, and the resolution of conflict in order to develop team participation and IFSPs and Transition Plans that meet the following criteria:   + Compliance with all Federal and State requirements and all local policy and procedure   + Family access to all opportunities under IDEA Part C within required timelines   + Strategies, outcome statements, transition plans, and annual plans that accurately reflect the families’ needs and desires and that are based on assessment results   + Activities embedded into daily living activities and routines * Demonstrate competence in home visiting and family interviewing skills. * Collect and document client information as required by the Lead Agency (Indiana First Steps) and participate in the State Quality Review process by verifying, through the minimum of monthly file reviews, the establishment and maintenance of an early intervention record that includes:   + Accurate current documentation to support eligibility   + Accurate current insurance and financial information   + Current consents for all activities and communication related to the program   + Documentation of all contacts within the specified timelines   + Up-to-date case notes   + Physician signature approval within timeframe that assures direct services are initiated within thirty days of the IFSP * Present in a neutral manner the choices of provider networks to families. * Advocate for families through providing education and information regarding their rights, responsibilities, and procedural safeguards, ensuring that no right is violated, and providing leadership in the support of families as they advocate for their children. * Demonstrate competence in the resource and referral process through sharing information with families about eligibility standards and methods for access to health care, financial, parent-to-parent, and child/family development resources (such as DCS, Head Start, DOE, Healthy Families, CSHCS, Medicaid) and assist in the application process. * Maintain availability to meet with families at times and locations convenient to the family. * Enter information into the data system and upload documents into the secure EI record storage site within required timelines. * Network in the assigned service region to promote ongoing collaborative relations, increased options for families, and coordinated non-duplicative services in the network of early intervention—to include physicians and health care providers, transition and community partners, direct service providers, Eligibility Determination Team members, and families—in order to assure coordinated services, positive working relationships, participation, and effective interagency agreements and MOAs. * Understand and adhere to Fiscal Agent’s (Thrive Alliance) personnel standards and policies and all applicable State and Federal regulations regarding the delivery of early intervention services including:   + Maintenance of confidentiality (FERPA)   + Procedural safeguards   + Family-centered care   + Provision of services in natural environments   + Due process   + Early Intervention Best Practices   + First Steps Professional Conduct * Maintain and apply understanding of infant and toddler typical and atypical development. * Demonstrate sensitivity to family and cultural values, to unique family circumstances, and to the respect of family choices. * Provide oversight and training for assigned members of Service Coordination staff. * Help plan and lead monthly staff meetings/trainings and other required events. * Report immediately to Supervisor potential issues or concerns. * Perform related duties as assigned. * Maintain reliable transportation. | |
| **Critical skills, knowledge, and behaviors** | Carries out responsibilities in accordance with the Agency’s policies and applicable laws. Inspires and motivates others to support Thrive Alliance.  Ability to read and interpret documents and technical reports. Ability to write routine reports and routine business correspondence. Ability to speak effectively before groups of customers or employees of organizations.  Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.  As a representative of Thrive Alliance, all comments, attitudes, actions and behaviors have a direct effect on the Agency’s image and perceptions of service quality. Interaction with clients, visitors, volunteer workers, co-workers, supervisors and other employees must be in a manner that is friendly, supportive, courteous, respectful, cooperative and professional. This behavior will promote an atmosphere of teamwork and is congruent with the Agency’s standards and guidelines to promote positive relations in the community. Able to think logically and analytically. Effective problem solving skills. Proactive in anticipating and alerting others to problems with projects or processes. High detail orientation and accuracy. Takes initiative and needs little supervision.  Able to prioritize, organize tasks and time, and follow up.  Performs responsibilities efficiently and timely.  Able to juggle multiple requests and meet multiple deadlines. Proficient in basic computer skills, i.e. Microsoft Word, Excel, Internet usage (e-mail) and the online reporting programs used throughout the organization. Demonstrates proficiency in basic mathematics. | |
| **Experience, education, degrees, licenses** | Minimum Baccalaureate Degree in a related area. Must meet and maintain state licensure and credentialing requirements set forth in ***Indiana First Steps Personnel Standards*** and remain in good standing with the Indiana First Steps system. Valid Driver’s License and automobile liability insurance. | |
| **Physical demands** | The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.  While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls. Uses hands for writing and computer access and for manipulating papers and driving. The employee frequently is required to talk or hear. The employee is required to stand, walk, sit, reach with hands and arms, stoop, and occasionally kneel, crouch, or crawl.  The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. | |
| **Work environment** | Primary work location: Residentially based office. Residentially-base Service Coordinators must be present at the central office or another location for required meetings. Service Coordinators perform approximately a quarter of the work time in client homes or at outside meetings, such as the schools.  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. | |
| **Travel** | Requires travel to conferences and trainings, to local meetings, and to a minimum of approximately 100 visits to client homes each quarter. | |

I have read and understand the responsibilities and requirements of my job description.

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Employee Signature Date

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Supervisor Signature Date

**Thrive Alliance Job Description**

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| **Title** | First Steps – South East Referral Specialist | **Non-Exempt** |
| **Reports to** | First Steps – South East SPOE Supervisor | **Date last revised:**  June 2020 |
| **Supervises** | No supervisory responsibilities | |
| **Summary** | Provides general support related to maintaining early intervention referral records. | |
| **Evaluation of performance** | Performance will be evaluated based on meeting the specific goals, deadlines, and other quality indicators established for this position (technical performance), positive collaboration with other employees, and effective relationship building with clients, volunteers, and others coming into contact with Thrive Alliance. | |
| **Key outcomes expected** | * Establish and maintain the electronic Early Intervention record for all children. * Provide general clerical assistance for tasks such as copying, accessing and maintaining electronic records, answering referral phones, checking secured on-line referral in-box and referral fax line. * Assist in the preparation of referral data tracking and reporting. * Supply weekly referral counts to Program Director. * Perform additionalclerical support assignments determined on an ongoing basis by supervision. * Participate in local and State training when appropriate. * Assure confidentiality as required by State and federal requirements. * Adhere to the personnel standards and policies of the Fiscal Agent. * Demonstrate during communication with families sensitivity to family and cultural values, to unique family circumstances, and to the respect of family choices. * Report immediately to First Steps – South East Program Director potential issues or concerns. * Perform related duties as assigned. | |
| **Critical skills, knowledge, and behaviors** | Carries out responsibilities in accordance with the Agency’s policies and applicable laws. Inspires and motivates others to support Thrive Alliance.  Ability to read and interpret documents and technical reports. Ability to write routine reports and routine business correspondence. Ability to speak effectively before customers or employees of organizations  Ability to solve practical problems and deal with a variety of variables in situations  Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.  As a representative of Thrive Alliance, all comments, attitudes, actions and behaviors have a direct effect on the Agency’s image and perceptions of service quality. Interaction with clients, visitors, volunteer workers, co-workers, supervisors and other employees must be in a manner that is friendly, supportive, courteous, respectful, cooperative and professional. This behavior will promote an atmosphere of teamwork and is congruent with the Agency’s standards and guidelines to promote positive relations in the community. Able to think logically and analytically. Effective problem-solving skills. Proactive in anticipating and alerting others to problems with projects or processes. High detail orientation and accuracy. Takes initiative and needs little supervision.  Able to prioritize, organize tasks and time, and follow up.  Performs responsibilities efficiently and timely.  Able to juggle multiple requests and meet multiple deadlines. Proficient in basic computer skills, i.e. Microsoft Word, Excel, Internet usage (e-mail) and the online reporting programs used throughout the organization. Demonstrates proficiency in basic mathematics. | |
| **Experience, education, degrees, licenses** | Minimum Baccalaureate Degree in a related area. | |
| **Physical demands** | Ability to develop, access, and maintain electronic data and communications.  The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.  While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls. The employee frequently is required to talk or hear. The employee is required to stand, walk, sit, reach with hands and arms, stoop, and occasionally kneel, crouch, or crawl.  The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. | |
| **Work environment** | Primary work location: Residentially based with time required in office.  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. | |
| **Travel** | Normal travel as required for job duties, which may include but not limited to trainings, conferences, meetings, or general office errands. | |

I have read and understand the responsibilities and requirements of my job description.

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Employee Signature Date

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Supervisor Signature Date



**Thrive Alliance Job Description**

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| --- | --- | --- |
| **Title** | First Steps – South East Eligibility Determination Team Support Specialist | **Temporary** |
| **Reports to** | First Steps – South East SPOE Supervisor | **Date last revised:**  November 2013 |
| **Supervises** | None | |
| **Summary** | Ensures eligibility records and processes meet the minimum requirements set forth by federal and state guidelines and by the LPCC. Responsible for the day-to-day operations of EDT to assure access for all potentially eligible children and families. | |
| **Evaluation of performance** | Performance will be evaluated based on meeting the specific goals, deadlines, and other quality indicators established for this position (technical performance). Performance monitored by Program Director and evaluated annually by both the Fiscal Agent and the Program Director | |
| **Key outcomes expected** | * Maintain comprehensive knowledge of the Indiana First Steps eligibility requirements and work within the timelines that meet state requirements * Assist in the development of cluster procedures and policies related to the Eligibility Determination Team.   + Monitor early intervention record development and maintenance and collaborate with Service Coordinators and Eligibility Determination Team members to ensure compliance with all required documentation related to the following:   + Accurate current documentation to support eligibility and authorizations   + Documentation of all contacts and required meetings and activities within the specified timelines   + Up-to-date evaluation reports and related case notes * Report immediately to First Steps – South East Program Director potential issues or concerns. * Schedule Eligibility Determination Team appointments with families within stated timelines and following First Steps – South East procedures. * Assure the completion and review of necessary assessments and evaluations by a multidisciplinary EDT to determine eligibility.   Verify the development of authorizations for essential EDT assessments and for necessary diagnostic and/or specialty assessments/evaluations.  Perform fiscal responsibilities of reviewing all billing claims and entering into EI Hub Service Logging system for reimbursement from the state.   * Perform related duties as assigned. | |
| **Critical skills, knowledge, and behaviors** | Carries out responsibilities in accordance with the Agency’s policies and applicable laws. Inspires and motivates others to support Thrive Alliance.  Ability to read and interpret documents and technical reports. Ability to write routine reports and routine business correspondence.  Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.  As a representative of Thrive Alliance all comments, attitudes, actions and behaviors have a direct effect on the Agency’s image and perceptions of service quality. Interaction with clients, visitors, volunteer workers, co-workers, supervisors and other employees must be in a manner that is friendly, supportive, courteous, respectful, cooperative and professional. This behavior will promote an atmosphere of teamwork and is congruent with the Agency’s standards and guidelines to promote positive relations in the community. Able to think logically and analytically. Effective problem-solving skills. Proactive in anticipating and alerting others to problems with projects or processes. High detail orientation and accuracy. Takes initiative and needs little supervision.  Able to prioritize, organize tasks and time, and follow up.  Performs responsibilities efficiently and timely.  Able to juggle multiple requests and meet multiple deadlines. Proficient in basic computer skills, i.e. Microsoft Word, Excel, Internet usage (e-mail) and the online reporting programs used throughout the organization. Demonstrates proficiency in basic mathematics. | |
| **Experience, education, degrees, licenses** | Minimum Baccalaureate Degree | |
| **Physical demands** | Ability to develop, access, and maintain electronic data and communications.  While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls. The employee frequently is required to talk or hear. The employee is required to stand, walk, sit, reach with hands and arms, stoop, and occasionally kneel, crouch, or crawl.  The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. | |
| **Work environment** | Primary work location is in a residential office with required assigned days in First Steps—South East office in Columbus.  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. | |
| **Travel** | Normal travel as required for job duties, which may include but not limited to trainings, conferences, meetings, or general office errands. | |

I have read and understand the responsibilities and requirements of my job description.

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Employee Signature Date

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Supervisor Signature Date

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**Thrive Alliance Job Description**

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| **Title** | First Steps – South East Quality Specialist: Data and Records | **Non-Exempt** |
| **Reports to** | SPOE Supervisor | **Date last revised:**  November 2019 |
| **Supervises** | None | |
| **Summary** | Ensures that the records and processes meet the minimum requirements set forth by federal and state guidelines and by the LPCC (Local Planning and Coordinating Committee). | |
| **Evaluation of performance** | Performance will be evaluated based on meeting the specific goals, deadlines, and other quality indicators established for this position (technical performance). Performance monitored by Program Director and evaluated annually by both the Fiscal Agent and the Program Director | |
| **Key outcomes expected** | * Maintain comprehensive knowledge of the Indiana First Steps quality requirements. * Assist in the development of cluster procedures and policies related to quality requirements.   + Monitor early intervention record development and maintenance in both the state database and the local records system and collaborate with Service Coordinators to ensure compliance with all required documentation related to the following:   + Reviews state database to verify accuracy of information   + Accurate current documentation to support eligibility and authorizations   + Accurate current insurance and financial information   + Current consents and notices for all activities and communication related to the program   + Documentation of all contacts and required meetings and activities within the specified timelines   + Up-to-date case notes   + Physician signature approval within timeframe that assures direct services are initiated within thirty days of the IFSP * Report immediately to First Steps – South East Program Director potential issues or concerns. * Assist First Steps – South East Program Director to assure preparation and submission of all documentation required by the Lead Agency (Indiana First Steps). * Assist First Steps – South East Program Director to develop detailed program reports that review early intervention records and analyze statistics and report systems data for presentation to the Lead Agency (FSSA/Indiana First Steps), the LPCC, and community partners. * Perform related duties as assigned. | |
| **Critical skills, knowledge, and behaviors** | Carries out responsibilities in accordance with the Agency’s policies and applicable laws. Inspires and motivates others to support First Steps South East dba Thrive Alliance.  Ability to read and interpret documents and technical reports. Ability to write routine reports and routine business correspondence.  Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.  As a representative of First Steps South East dba Thrive Alliance, all comments, attitudes, actions and behaviors have a direct effect on the Agency’s image and perceptions of service quality. Interaction with clients, visitors, volunteer workers, co-workers, supervisors and other employees must be in a manner that is friendly, supportive, courteous, respectful, cooperative and professional. This behavior will promote an atmosphere of teamwork and is congruent with the Agency’s standards and guidelines to promote positive relations in the community. Able to think logically and analytically. Effective problem-solving skills. Proactive in anticipating and alerting others to problems with projects or processes. High detail orientation and accuracy. Takes initiative and needs little supervision.  Able to prioritize, organize tasks and time, and follow up.  Performs responsibilities efficiently and timely.  Able to juggle multiple requests and meet multiple deadlines. Proficient in basic computer skills, i.e. Microsoft Word, Excel, Internet usage (e-mail) and the online reporting programs used throughout the organization. Demonstrates proficiency in basic mathematics. | |
| **Experience, education, degrees, licenses** | Minimum Baccalaureate Degree in a related area. | |
| **Physical demands** | Ability to develop, access, and maintain electronic data and communications.  While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls. The employee frequently is required to talk or hear. The employee is required to stand, walk, sit, reach with hands and arms, stoop, and occasionally kneel, crouch, or crawl.  The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. | |
| **Work environment** | Primary work location: Residentially based with time required in office.  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. | |
| **Travel** | Normal travel as required for job duties, which may include but not limited to trainings, conferences, meetings, client visits, or general office errands. | |

I have read and understand the responsibilities and requirements of my job description.

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Employee Signature Date

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Supervisor Signature Date

**Thrive Alliance Job Description**

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| --- | --- | --- |
| **Title** | First Steps – South East Administrative Support Specialist | **Non-Exempt** |
| **Reports to** | First Steps – South East Office Manager/Administrative Assistant | **Date last revised:**  June 2019 |
| **Supervises** | No supervisory responsibilities | |
| **Summary** | Provides general office assistance and support related to maintaining early intervention records. | |
| **Evaluation of performance** | Performance will be evaluated based on meeting the specific goals, deadlines, and other quality indicators established for this position (technical performance), positive collaboration with other employees, and effective relationship building with clients, volunteers, and others coming into contact with Thrive Alliance. | |
| **Key outcomes expected** | Provide general clerical assistance for tasks such as copying, accessing and maintaining electronic records, filing, mailing, answering phones, tracking of assistive technology and preparing of materials for meetings and events.   * Assist in the preparation of referral materials, family and provider support materials, transition materials, and mailings. * Perform additionalclerical support assignments determined on an ongoing basis by supervision. * Participate in local and State training when appropriate. * Assure confidentiality as required by State and federal requirements. * Adhere to the personnel standards and policies of the Fiscal Agent. * Demonstrate during communication with families sensitivity to family and cultural values, to unique family circumstances, and to the respect of family choices. * Report immediately to First Steps – South East Program Director potential issues or concerns. * Perform related duties as assigned. | |
| **Critical skills, knowledge, and behaviors** | Carries out responsibilities in accordance with the Agency’s policies and applicable laws. Inspires and motivates others to support Thrive Alliance.  Ability to read and interpret documents and technical reports. Ability to write routine reports and routine business correspondence.  Ability to solve practical problems and deal with a variety of concrete variables Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.  As a representative of Thrive Alliance, all comments, attitudes, actions and behaviors have a direct effect on the Agency’s image and perceptions of service quality. Interaction with clients, visitors, volunteer workers, co-workers, supervisors and other employees must be in a manner that is friendly, supportive, courteous, respectful, cooperative and professional. This behavior will promote an atmosphere of teamwork and is congruent with the Agency’s standards and guidelines to promote positive relations in the community. Able to think logically and analytically. Effective problem-solving skills. Proactive in anticipating and alerting others to problems with projects or processes. High detail orientation and accuracy. Takes initiative and needs little supervision.  Able to prioritize, organize tasks and time, and follow up.  Performs responsibilities efficiently and timely.  Able to juggle multiple requests and meet multiple deadlines. Proficient in basic computer skills, i.e. Microsoft Word, Excel, Internet usage (e-mail) and the online reporting programs used throughout the organization. Demonstrates proficiency in basic mathematics. | |
| **Experience, education, degrees, licenses** | High School degree or equivalent required. | |
| **Physical demands** | Ability to develop, access, and maintain electronic data and communications.  The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.  While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls. The employee frequently is required to communicate effectively with co-workers. The employee is required to stand, walk, sit, reach with hands and arms, stoop, and occasionally kneel, crouch, or crawl.  The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, 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. | |
| **Travel** | Normal travel as required for job duties, which may include but not limited to trainings, conferences, meetings, or general office errands. | |

I have read and understand the responsibilities and requirements of my job description.

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Employee Signature Date

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Supervisor Signature Date