



THE ARC OF LEHIGH AND NORTHAMPTON COUNTIES
Job Description

Job Title: Agency with Choice (AWC) Coordinator
Department: Agency With Choice
Reports To: Agency With Choice Director
FLSA Status: Full-time/Exempt
Revised Date: 08/2018

SUMMARY

Responsible for performing a variety of activities that support the AWC Program. Must be able to work independently, demonstrate flexibility with schedules and practice appropriate time management to meet deadlines. Demonstrate dedication to the ideals and values of The Arc, including: assurance and protection of rights; belief in the inherent worth and dignity; the right to self-determination; the right to community inclusion; and respect for and recognition of the strengths and needs of individuals and families.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Assist with providing and/or scheduling employee required training per the consumer's Individual Support Plan. This training consists of HIPAA Privacy Information/Policies and Procedures training. (Only if Incident Management Policy required)
2. Conduct employee orientations and complete related paperwork.
3. Process and verify employment documents. Application, I-9, Vehicle registration and inspection, Insurance Information, Social Security Card and Driver's License.
4. Process PA criminal background checks and motor vehicle reference checks. Report any exceptions/activity to AWC Director.
5. Update required documentations required to meet the waiver participants' Individual Support Plan (ISP) upon notification from the fiscal department.
6. Read and review sections of the Individual Service Plans that are pertinent to the AWC policies and procedures (authorizations, trainings, budgets, etc.).
7. Work with Counties to review pertinent Individual Support Plans sections.
8. Verify AWC time sheets and progress notes with the Billing Department for payroll purposes on a bi-weekly basis.
9. Assist with verify one time per month reimbursement forms.
10. File monthly reports
11. Tracking of Monthly Progress Reports, frequency of program, utilization by each participant and able to provide accurate figures one time per month to the Agency With Choice Director.
12. Assist with monthly fire drills.
13. Assist with in house or community team meetings to resolve issues that may pertain to budget, staffing, individual's goals and as needed.
14. Perform other duties as assigned such as:
 - a. Assembling and distribution of the application job packets that are requested for new employees
 - b. Duplication and assembly of the AWC Handbook, Appendix A and Appendix B Forms that are distributed at orientation trainings.
 - c. Reproducing and restocking of all the employment forms that make up the application job packet.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

Quality - The extent to which employee's work is completed thoroughly and correctly following established process and procedures. Required paperwork and documentation is thorough and neat.

Productivity/Independence/Reliability – The extent to which the employee produces a significant volume of work efficiently in a specified period. Ability to work independently with little or no direction/follow-up to complete tasks/job assignment.

Job Knowledge – The extent to which the employee possesses and demonstrates an understanding of the work instructions, processes, equipment and materials required to perform the job. Employee possesses the practical and technical knowledge required of the job.

Interpersonal Relationships/Cooperation/Commitment – The extent to which the employee is willing and demonstrates the ability to cooperate, work and communicate with coworkers, supervisors, and/or others. Employee accepts and responds to change in a positive manner. Accepts job assignments and additional duties willingly, takes responsibility for own performance and job assignments

Attendance/Punctuality – The extent to which the employee is punctual, observes prescribed work schedules and has an acceptable overall attendance record. Employee's willingness to work overtime and holidays, as required.

Initiative/Problem Solving – The extent to which the employee seeks out new assignments, proposes improved work methods, suggests ideas to eliminate waste, finds new and better ways of doing things. Motivates others to support problem solving.

Adherence to Policy Requirements & Safety – The extent to which the employee follows company policies, procedures and work conduct rules. Complies with and follows all safety rules and regulations, adheres to all safety rules when operating equipment/ agency vehicles/ personal vehicles.

Leadership – The extent to which the employee demonstrates proper judgment and decision-making skills when collaborating with others. Work flow in assigned areas is completed effectively to meet service/program/division goals.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Position requires refined communication skills and ability to relate to a wide variety of people. Individual must demonstrate dedication to the ideals and values of The Arc.

EDUCATION and/or PREFERRED EXPERIENCE

1. Associates Degree/bachelor's Degree preferred or equivalent work experience.
2. Excellent computer skills and problem-solving ability required.
3. Excellent verbal and written communication skills and be able to apply them effectively in both one-on-one or in group settings.
4. Strong organizational skills
5. Excellent phone manners
6. Bi-lingual English/Spanish preferred

LANGUAGE SKILLS

Ability to read and interpret documents. Ability to write routine reports and correspondence; Ability to communicate effectively with individuals, family members, board/committees, public, etc.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; Ability to compute rate ratio, and percent; Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Ability to define problems, collect data, establish facts and draw valid conclusions from materials dealing with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Driver's License and required clearances.

OTHER SKILLS AND ABILITIES

1. Strong organizational, interpersonal, communication and writing skills required
2. Ability to work independently, to set priorities and follow through on details

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 sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand and walk. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Is there any reason why you would not be able to fulfill the requirements of the job?

____ Yes ____ No If Yes, reason: _____

I have reviewed and determined that this job description accurately reflects this position as Advocate.

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____