



JOIN OUR TEAM

COORDINATOR OF COMMUNITY SERVICES

POSITION PROFILE

Reports To: Program Supervisor

Work Schedule: 8:30am - 5:00pm
Mon - Fri (flexible as needed)

Work Environment: Work from your home office - this hybrid position is primarily remote and community-based.

Status: Full-Time, Exempt

Compensation Package:
Yearly Salary: \$60,000

Benefits: 401K, Health, Dental, Vision, Flexible Spending Account (FSA), Group & Voluntary Life, Short-Term Disability (STD), Paid Time Off (PTO) and Mileage Reimbursement

EDUCATION, EXPERIENCE & QUALIFICATIONS

- Bachelor's degree in human services field, such as social work, sociology, nursing, psychology, counseling, criminal justice, etc.
- Ideal candidate has one (1) to three (3) years of case management experience
- Must be a licensed driver with reliable transportation, valid insurance, and a safe driving record
- Must be able to pass a criminal background check
- Must be a US citizen or alien who is lawfully authorized to work in the US
- Must provide documentation of COVID-19 vaccination

ABOUT THE POSITION

Are you passionate about sharing resources and empowering others? Do you have experience coordinating services for people with intellectual & developmental disabilities?

At Total Care Services, Inc. (TCS), our Coordinators of Community Services (CCS I) provide targeted case management (TCM) to people of all ages with intellectual and developmental disabilities (IDD) across the state of Maryland.

Coordinators of Community Services at TCS carry a caseload of 30-40 people. Great organization and time management skills are key to success in this community-based role.

DUTIES & RESPONSIBILITIES

The Job Description contains a detailed overview of all duties and responsibilities of this role. Here are a few key highlights:

- Provide support and assistance to persons with intellectual and developmental disabilities to lead fulfilling lives
- Identify, link, and coordinate a variety of supports and services within the community of the person supported
- Develop comprehensive Person-Centered Plans (PCP) that are reflective of and encompass the person's strengths, needs, respect, dignity, personal goals, choices, and values
- Visit and collaborate with the person and their circle of support (post COVID-19) and submit daily documentation
- Identify and assess the needs of people on assigned caseload during all monitoring visits, phone calls, and other interactions with the person and his/her circle of support
- Establish and maintain working relationships with the person served, their circle of support, and all stakeholders
- Respond to the person served, their circle of support, and all stakeholders in a timely manner
- Ability to use independent judgment and initiative to access services that are congruent with the person's needs and preferences





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CORE COMPETENCIES

The following competencies reflect TCS' culture, expectations, and the key to success for our employees and our organization:

- Interpersonal Skills
- Oral and Written Communication
- Leadership
- Teamwork
- Technical Skills
- Judgment
- Professionalism
- Commitment to Quality
- Problem Solving
- Time Management
- Adaptability

TECHNICAL SKILLS

- Must be proficient with Microsoft Office Suite (Word, Excel, PowerPoint, OneDrive, Teams, and Outlook)
- Experience completing case management tasks using virtual platforms
- Experience with a billing system for case management, such as LTSSMaryland, preferred

INTERESTED?

To apply for this position, visit:

www.totalcare1.org/make-a-difference/careers/

To learn more about us, visit:

www.totalcare1.org

DUTIES & RESPONSIBILITIES CONTINUED...

- Facilitate the empowerment of people on assigned caseload by promoting independence, self-determination, and creativity
- Responsible for entering case notes and 30 billable units of service per day into LTSSMaryland
- Perform other duties as assigned

TRAINING REQUIREMENTS

You must successfully complete four (4) weeks of initial, internal TCS training, including:

- Two (2) weeks of classroom style training
- Two (2) weeks of hands-on experience, shadowing, and observation in our Transition Unit

You may also participate in continuous training and professional development opportunities internally or externally, such as webinars hosted by the Developmental Disabilities Administration (DDA).

WORKING ENVIRONMENT

- Work from your home office with local community visits
- Laptop, printer, and cell phone provided for use with TCS business only
- Access to reliable, high-speed internet connection to perform remote work
- Prolonged periods of sitting at a desk and working on a computer
- Must be able to lift 15 pounds at times

Total Care Services, Inc. is committed to equal employment opportunity and to compliance with federal, state, and local laws governing non-discrimination. Total Care Services, Inc. is proud to be an Equal Opportunity/Affirmative Action Employer, making decisions without regard to race, color, religion, creed, sex, sexual orientation, gender identity, marital status, national origin, age, veteran status, disability, or any other protected class.

