

Job Description



Johnson County Government

Department of Human Resources

Job Title: Service Coordinator II **Job Code:** 903111

Job Family: Direct Care

Pay Grade: JC.15.15

FLSA: Non-Exempt

EEO: Professionals

Department/Agency: Countywide **Position Number(s):** Multiple

Recommended Position Title(s): Service Coordinator II

The following Core Competencies apply to everyone and are essential to all County jobs:

- Accountability – Follows-up on and meets commitments, takes ownership for work, and possesses a strong ability to stay focused on individual, department, and County results.
- Communication – Clearly and effectively expresses ideas and thoughts (verbally and in writing); listens actively.
- Customer Focus & Public Relations – Builds positive internal and external customer relationships; is committed to customer satisfaction; assumes responsibility for solving customer problems and ensures commitments to customers are met.
- Initiative – Independently acts to resolve problems and provide solutions; seeks out new responsibilities; generates new ideas; practices self-development.
- Safety – Understands and supports safety standards as required by the job; keeps the workplace clean and safe.
- Teamwork– Encourages and facilitates cooperation, pride, and trust among the team; fosters commitment and team spirit; works cooperatively with others to achieve overall goals.

Essential Duties:

- Conducts assessments of individuals' background and applicable circumstances to identify needs and/or determine service eligibility; interprets and communicates relevant information to individuals, families, and other stakeholders.
- Develops plans to address the needs of individuals in single or multiple areas of focus; networks with other community agencies to research and coordinate a variety of resources and services to address short term intensive or long term individual needs; encourages the establishment and maintenance of support systems; consults and collaborates with other providers in the development, implementation and review of plans.
- Provides a variety of services for a designated case load of individuals with multi-faceted and/or ongoing needs; ensures services provided are consistent with individual plans; initiates and attends individual and/or group meetings and provides services in a community based setting; provides transportation of individuals according to the needs identified in plans; organizes and facilitates skill development and support groups.
- Completes and submits documentation regarding services provided; evaluates and documents individuals' progress according to measurable goals; reviews quality and effectiveness of services provided.

Supervisory Responsibilities:

- Yes No This position is also responsible for the supervision and leadership of employees, which includes making employment-related decisions and/or recommendations, and formally evaluating performance.

Duties and responsibilities, as required by business necessity may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments and work location may be changed at any time, as required by business necessity.

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Minimum Job Requirements:

Bachelor's degree in Human Services or related field and one year of related work experience are required. May require KS/MO driver's license, depending on department or agency.

Johnson County Government requires reference/background screening for all positions. Specified criteria may vary by Department/Agency.

Preferred Job Requirements:

No preferred job requirements.

Education/Experience Substitutions:

Yes No Experience may be substituted for degree.

Yes No Education may be substituted for experience.

In some instances, statutory or regulatory requirements may prohibit substitution of education and/or experience.

Physical, Environmental, and Special Working Conditions:

All County employees may be called upon to assist other departments in a declared emergency situation.