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| **Job title** | *Adult Services Care Coordinator*  | **Position** | *Full-time* | **FLSA** | *Exempt* |
| **Supervisor** | *Associate Director of Adult Services* | **Department Head** | *Program Director* |

The Els for Autism® Adult Services Care Coordinator will:

* Assist in intakes and program selection.
* Identify and help clients and caregivers mitigate barriers to services, and
* Help caregivers find and navigate autism-specific resources.

The Care Coordinator will create, manage, and lead a culturally appropriate outreach plan to promote, engage, and expand Els for Autism adult programs to underserved and ethnically diverse communities. The Care Coordinator will complete pre-screening intakes with prospective clients and will serve as the first point of contact for clients seeking adult programs and services enrollment. The Care Coordinator will proactively support efforts to ensure each adult services client and caregivers has access to coordinated client care and services while helping caregivers navigate public benefits and autism specific resources.

**Responsibilities**

Care Coordination

* Conducts pre-screening intakes/phone interviews with parents/caregivers and referring providers to determine primary interest and determine program or service preferences.
* Reviews medical, psychological, and educational records as applicable.
* Conducts intake meetings with client applicants and their caregivers when support is needed to complete intake documentation.
* Collaborates with funding agencies and billing/accounting department as needed to ensure all new clients’ documents and payment information is completed prior to confirming or scheduling services.
* Communicates with outside community professionals when appropriate to seek clarification regarding client needs.
* Demonstrates and practices family-centered care in delivering and maintaining a professional relationship with clients and families.
* Communicates relevant information at the level of a client/caregiver’s understanding.
* Identifies needs for additional services and provides follow-up and referrals as necessary.
* Responsible for data collection, and reporting findings and recommendations within the context of program evaluation to include tracking of grants, at-a-glance information, client surveys, and outreach to underserved communities and monitor client-specific demographic data (i.e., age, race, ethnicity, gender, and income).
* Participates as a strong team player in all phases of interdepartmental responsibilities.
* Adheres to HIPAA standards while collecting, storing, and sharing electronic personal health information.
* Display a high standard of integrity and conduct while serving as a representative and ambassador for the Els for Autism, its mission, vision, values, and goals.
* Ensures high customer satisfaction with clients, caregivers, and professionals served.

Outreach

* Lead a culturally appropriate outreach plan to promote, engage, and expand our adult programs into underserved and ethnically diverse communities.
* Assists with community and professional programs, exhibits, and other activities that provide education about services at Els for Autism.
* Develops a network of referral sources to increase employer partnerships and client referrals.
* Ensure underserved communities across ethnic groups are well represented within our programs and services.
* Ensure a continuum of coordinated services and outreach to underserved communities.
* Assist in making the community aware of services available at the Els for Autism.
* Collaborate with program lead staff members to ensure culturally appropriate services are offered across departments.

**Qualifications**

Required

* Bachelor’s degree in education, Rehabilitation, Social Work, or a related field
* Minimum 3 years of experience working in the field of autism spectrum disorder and developmental disabilities.
* Demonstrates computer/technology-based proficiencies (Microsoft Office, Outlook, database management, web tools, electronic medical record system)
* Ability to manage multiple and complex responsibilities in a dynamic environment.
* Demonstrates flexibility and strong interpersonal skills.
* Demonstrates excellent oral and written communication skills and the ability to communicate effectively with colleagues, parents, community members, and staff members.
* Demonstrates excellent time-management skills.
* Demonstrates exceptional organizational skills.
* Demonstrates excellent rapport with individuals on the autism spectrum and their families.

Preferred

* Minimum of 1-year experience in clinical services, case management, and/or social work
* Experience managing schedules.
* Experience working with adults.
* Experience working collaboratively with related professionals and providers.
* Understanding of autism-related services and providers in the surrounding area
* Understanding of billing and insurance related to therapeutic services for individuals with autism spectrum disorder and other developmental disabilities.
* Bilingual (English/Spanish and/or English/Creole)
* Strong connections to key stakeholders in underserved/low-income communities
* Understand other publicly funded programs available to the community.

**Additional Requirements**

* Level 2 Background Clearance (both Els for Autism and Palm Beach School Board)
* Complete Els for Autism required training programs.
* A flexible work schedule including nights and/or weekends may be required
* Reliable Transportation for local travel required within this position