

Service Coordinator Core Competencies

CORE COMPETENCY	KNOWLEDGE, SKILLS AND ATTITUDES
<p>FOUNDATIONAL VALUES, BELIEFS AND SKILLS Service Coordinators are knowledgeable and adaptable professionals demonstrating ethical behavior and professionalism across all core competency areas.</p> <p>Disability Values and Knowledge: Understand and articulate the philosophies and practices related to supporting individuals with disabilities, and the various systems that establish and ensure services and supports align with these paradigms.</p> <p>Self-Awareness: Recognize and respond to any personal or professional values or behavior that may interfere with the ability to provide supports in an ethical, unbiased, and culturally competent manner.</p> <p>Professionalism: Continually develop and utilize personal and professional skills in a responsible and responsive manner to meet both regular and unexpected work tasks.</p>	<ul style="list-style-type: none"> • Disability Values/Paradigms: Integrate the philosophical values related to supporting persons with disabilities into all core competency areas. • Disability Service Infrastructure: Understand the formal services and service structures. • Best Practice: Identify and implement evidence-based intervention approaches to promote well-being in all life domains. • Ethics: Behave and practice ethically, adhering to all relevant laws and regulations and respecting the rights of the individual supported. • Cultural Competence: Respect the cultural needs and preferences of each individual. • Self-Awareness: Recognize personal biases and prevent them from interfering with work tasks or relationships. • Professional Judgment and Critical Thinking: Utilize personal strengths and decision-making skills to prioritize work tasks, seeking feedback and assistance from appropriate others when needed. • Professional Development: Maintain qualifications and develop additional capacities through accessing opportunities for personal and professional growth. • Personal Professionalism: Demonstrate the qualities of a responsive and responsible employee in personal appearance, work behavior and task completion.
<p>ENGAGEMENT Service Coordinator develops and maintains a relationship with the individual and their team that facilitates effective communication and collaboration to promote well-being.</p> <p>Relationship Building: Establish collaborative, professional relationships that are built on mutual respect and trust with the individual and others on the support team.</p> <p>Communication: Use positive and respectful verbal, non-verbal, and written communication in a way that can be understood and facilitates coordination between all members of the team.</p> <p>Holistic Perspective of Person: Identify and address the physical, social, Emotional, behavioral, and spiritual well-being of the individual across all life stages and quality of life areas.</p>	<ul style="list-style-type: none"> • Understands and effectively communicates with the individual and support team the roles and responsibilities of the team. • Shows genuine concern for the individual's welfare and future. • Continuously demonstrates personal integrity, honest and sincerity. • Demonstrates respect for individual's perceptions, learning style, personal being, and culture. • Possesses confidence in working with strong emotions and the ability to self-manage to avoid being overpowered and enmeshed by team dynamics. • Accurately interprets and utilizes tone of voice and body language. • Uses language appropriate and respectful to the individual and team (non-technical, non-jargon). • Demonstrates effective communication skills, including active listening (summarizing, paraphrasing, reiterating, etc.) and conveying accurate information in a manner that can be understood. • Demonstrates basic professionalism and courtesy – such as timeliness, responsiveness, and follow through. • Utilizes basic team facilitation skills, including problem solving, action planning, and leading a meeting. • Utilizes technology to accommodate individual needs and ensure efficiency. • Facilitates meaningful conversation through awareness and utilization of a variety of tools and strategies and relevant language supports (accessible language, adaptive communication, use of interpreter, etc.). • Understands and uses People First language in all interactions.

CORE COMPETENCY	KNOWLEDGE, SKILLS AND ATTITUDES
<p>EMPOWER Service Coordinator enhances the individual's capacity for self-direction through ensuring awareness of rights and responsibilities, and facilitating access to resources.</p> <p>Advocacy: Support the individual to continually increase self-direction by equipping him/her to speak for himself/herself with providers, family members, community, and others <i>and</i> by promoting systems change that removes barriers to self-determination.</p> <p>Education: Educate the individual and all support team members regarding individual rights and responsibilities <i>and</i> resources and options, including their related benefits and risks.</p> <p>Capacity Building: Increase individual autonomy, resiliency, and skill sets by identifying and providing the appropriate level of support in each circumstance.</p>	<ul style="list-style-type: none"> • Identifies and builds upon the strengths and resources of the individual and/or support team. • Possess a basic understanding of various systems, and applicable policies and procedures. • Understands developmental stages and the life cycle, and applies knowledge to normalize experiences and educate regarding life possibilities. • Bridges and connects to resources across all life stages and quality of life areas. • Advocates on behalf of the individual with the support team or other stakeholders when necessary. • Facilitates self-exploration and self-advocacy to enhance skills of self-determination. • Assesses the specific information needed, and provides education that is culturally and developmentally appropriate and sensitive to learning style. • Understands and clearly articulates resources a person has when rights are violated or a person is dissatisfied with the quality of services (complaints and appeals). • Provides impartial information about the array of options and ensures informed choice. • Identifies social, political, economic, and cultural factors that affect the individual, and assists the individual to identify external barriers that may affect their ability to live a self-directed, self-determined life and/or access needed resources. • Promotes the individual's self-advocacy skills and links to opportunities for enhancement. • Develops alliances with groups working for change.
<p>EXPLORE AND PLAN Service Coordinator engages the team in a person-centered planning process that results in an integrated and comprehensive plan that is reflective of and responsive to the strengths, interests, needs, and desired outcomes of the individual in all areas of their life.</p> <p>Exploration and Assessment: Facilitate identification and articulation of personal goals, as well as supports and services that will assist the individual to achieve those goals.</p> <p>Plan Development: Collaboratively develop a person-centered plan that is a comprehensive reflection of the individual with a related plan for services and supports.</p> <p>Implementation: Assist the individual to set goals, and to identify and make informed choices regarding strategies to achieve his/her goals.</p>	<ul style="list-style-type: none"> • Facilitates collaboration and discussion. • Identifies trends in observations and conversation. • Utilizes informal assessment techniques, such as asking open-ended questions, reviewing case notes, etc. to gather meaningful information. • Utilizes formal assessment tools to gather information. • Identifies strengths, interests, needs, areas for learning and growth. • Consolidates collected information and collaboratively establishes a plan that addresses major concerns and major areas for learning and development. • Facilitates the planning process so that an integrated plan that encompasses the family context, current situation, future goals, etc. results. • Facilitates planning for both the long-term and the short-term. • Designs plans that meet regulatory requirements but remain relevant and sensitive to the individual. • Develops meaning, attainable, measurable, and specific outcomes. • Identifies resources, supports, and/or services and facilitates the development of goals to help the individual to achieve identified outcomes. • Monitors for progress, reassessing and responding as necessary. • Understands awareness of circumstances necessitating revisions to the plan, such as changes in individual's condition, lack of response to the plan, preference changes, transitions across setting, etc. • Presents anticipatory guidance.

CORE COMPETENCY	KNOWLEDGE, SKILLS AND ATTITUDES
<p>CONNECT TO INTEGRATED SUPPORTS AND SERVICES Service Coordinator assists the support team to cultivate an array of resources that meet the needs of the person, including paid and non-paid supports.</p> <p>Navigate: Support the individual to identify and access needed resources, supports, and/or services relevant to the current and upcoming life stage and the cultural context of the individual.</p> <p>Inform: Explain services and service terms to the individual being supported and the support team.</p> <p>Network: Facilitate opportunities for the individual to connect with others by building contacts and social capital.</p> <p>Negotiate: Assist the individual to overcome barriers to receive needed services.</p>	<ul style="list-style-type: none"> • Demonstrates an awareness of a variety of resources available, including eligibility, relevant policies and procedures, the “right” contacts, etc. • Provides multiple options for resources (whenever possible) to ensure individual choice. • Models strategies for and supports the individual/family to make informed choices. • Assesses the level of support needed and enhances the capacity of the individual (or family) to avoid creating dependence. • Anticipates and identifies needs and presents anticipatory guidance. • Researches, locates, and refers to resources. • Connects the individual and stakeholders to other organizations and groups. • Develops a system for remaining aware of changing resources. • Encourages and assists individual in connecting with others in a valued social role. • Supports the individual to identify, connect to and access recreational, social, and learning opportunities valued in his/her culture. • Supports the individual to connect to friends and live included in the community of their choice. • Acts as mediator or liaison when necessary. • Demonstrates an ability to problem solve and resolve conflict. • Demonstrates an awareness of technological supports. • Demonstrates networking skills and builds social capital.

Developed by UMKC-IHD in partnership with SC Capacity Building workgroup for DDD, November 1, 2017.