

SUNRISE CHILDREN'S SERVICES

JOB POSTING

Location: MSC
Contact: Holly Hedges

Date Posted: 04/22/2019
Post Until: 05/06/2019

JOB TITLE: Utilization Review/Service Coordinator

DIVISION: Client Services

REPORTS TO: Dir. Health Services and Intake

GRADE: D (Exempt) **EEO:** 2

Effective Date: 04/3/2013

PRIMARY FUNCTION & PURPOSE: To provide intake, referral, case management, discharge/transfer, and utilization review for Sunrise programs.

KEY RESPONSIBILITIES & DUTIES: The responsibilities and duties for this position include, **but are not limited** to the following:

- Maintain a working knowledge of all Sunrise programs and services; Kentucky Department of Social Services policies, procedures and points of contact; and other private child care programs and services.
- Provide crisis intervention to families requesting assistance or services for their children by providing information or referral services on available agency programs, Kentucky DCBS services or other private child care facilities and services.
- Provide intake services for all agency programs insuring timely, helpful and professional responses to persons requesting help from our agency.
- Initiate assessment process by requesting and reviewing case histories and supporting documents and determine appropriate services needed.
- Complete and maintain all necessary client information system forms and provide computer input required for intake process. Assist with reports and tracking data as needed.
- Maintain referral files.
- Provide minimal case management services to clients during service.
- Assist program personnel with transfer and discharge planning to assure the most appropriate service for clients in the least restrictive environment.
- Assist program personnel and director with utilization review process.

QUALIFICATION:

- **Interpersonal Skills:** Competency in nonverbal, oral and written communications; ability to identify, define and explain day-to-day problems and solutions.
- **Education:** Bachelor's degree preferred in social services, human services or business.
- **Experience:** One to two years job related experience.
- **Skill:** Knowledge of diagnostic assessments and intake services required. Knowledge of basic procedures and/or operations/programs. Ability and judgment to apply policies and procedures requiring a moderate degree of previous training or experience. Knowledge of computer programs such as Excel, Word, Outlook, etc.
- **Creativity:** Ability to generate imaginative work or ideas which affect moderately complex activities within his/her work group, programs or department; and the ability to conceptualize the implementation thereof.
- **Responsibility:** Moderate impact on quality and efficiency of services or operation of agency or revenues/expenses. While most decisions on basic problems/issues are subject to prior approval, employee may be required to make decisions on an emergency basis without prior supervisory approval.
- **Supervision:** None.
- **Other:** Must be able to travel; ability to drive unassisted statewide is required as necessary.

PHYSICAL DEMANDS: While performing the duties of this job, the employee is regularly required to stand, walk, and talk or hear. The employee is frequently required to sit and use hands to finger, handle or feel objects or tools; and to reach with hands and arms.