



DENVER REGIONAL COUNCIL OF GOVERNMENTS
OPEN POSITION ANNOUNCEMENT: Service Coordinator
(August 2023)

The Denver Regional Council of Governments serves as a visionary leader along Colorado’s front range. We tackle the BIG issues, like growth and development, transportation and meeting the needs of older adults. Our success is built on, and defined by, long-standing partnerships and serving as a forum for discussing these and other emerging issues in an effort to collectively find innovative solutions. DRCOG is a Regional Planning Commission per Colorado state statute, is the federally designated Area Agency on Aging (AAA), and the Metropolitan Planning Organization (MPO) for the Denver region. Our culture and values fuel and inform the work we do, and employees are rewarded with competitive compensation, generous benefits and an adaptable work environment. Sound like a good fit? We’d love to meet you!

DRCOG’s Area Agency on Aging- Aging and Disability Resource Center is hiring a Service Coordinator who will be a part of the Choice Services Transportation team. As a human services transportation coordinator, we seek to improve and increase access to transportation for older adults and people with disabilities. This position will be responsible for coordinating activities to support the management and growth of a sustainable transportation program.

The Service Coordinator will coordinate transportation services directly with clients, including conducting assessments and intake, scheduling transportation services, connecting clients to additional resources for support, and ensuring the success of coordinated transportation services. This position will perform outreach and education regarding the Area Agency on Aging’s various programs and services, in addition to providing Travel Training to promote the knowledge of available resources. This position will support data collection and other administrative activities.

The successful candidate will demonstrate the ability to adapt to change and sincere compassion for others. This position will have the opportunity to be a part of a fun and growing team as the demand for transportation services increases with an aging population.

ABOUT THE POSITION OF Service Coordinator

This class specification represents only the core areas of responsibilities; specific position assignments will vary depending on the needs of the Division.

- Performs client interviews, and assessments, and action plans to determine transportation service needs, priorities, and resource requirements; serves as an agency representative with other service providers to address service requirements, availability and needs assessment; makes resource referrals to both internal and external programs; provides client advocacy based on required situations. The majority of work completed is scheduling rides for clients over the phone.
- Evaluates and documents program eligibility status; determines case safety level, emergency status and/or need for crisis intervention or mandatory reporting; determines, develops, and communicates client service action/case plans; monitors and documents plan status and performs follow up on case services; evaluates plan outcomes.
- Coordinates the exchange of service information and service care provision with other agencies; provides recommendations regarding course of action; assists in conflict or behavior management; and assists in the resolution of disagreements among clients, families, systems, and service providers.
- Monitors client status; monitors services and makes plan adjustments as client needs change; escalates case management supervision as required.

- Prepares, documents and maintains case and/or program information; collects, manages and analyzes data to produce reports documenting program measures and outcomes; provides recommendations; ensures the maintenance of timely program or case activity tracking, reporting and applicable billing.
- Provides training and community education for groups and individuals; researches and identifies community service needs; collaborates with stakeholders and makes program, process and community service recommendations; prepares and disseminates information; and performs program outreach.
- Performs other duties of a similar nature and level as assigned.
- Work in a call center environment taking calls from community members who need assistance to understand, access, and coordinate their transportation needs. Promote the enhancement and access to transportation services.
- Conduct analysis of needs and provide coordination of services. Develop person-centered, individualized referrals, customized action plans, and perform client advocacy.
- Attend meetings with community resource organizations to increase knowledge of services and allow for 'warm transfers' from clients to local services providers.
- Support the administrative needs of the program, including but not limited to, completion of mailing, data entry, billing, materials management, and more.
- Provide support to Aging and Disability Resource Center Teams, programs, staff and clients as needed.
- Provide community outreach and travel training education in individual and group settings.
- Assist with the development of strategies for procuring alternate funding sources and strategies to maximize existing funding.
- Work on short-term projects that support the development, growth and management of the transportation services program.
- Transportation related issues and concerns of older adults, adults with disabilities, their families and caregivers.
- Social service networks and resources.
- Principles and applications of critical thinking and analysis.
- Best practices, trends and emerging technologies.
- Record management principles.
- Applicable federal, state and local laws, codes, regulations (based on assignment).
- Customer service principles.
- Specialized equipment relevant to area of assignment.
- Modern office technology.
- Community-based referral network in the Denver area, medical community and community resources available in the region;
- Techniques and active listening skills to build rapport with clients.
- Performing clinical assessment of client situations to determine transportation needs, and other resource needs as appropriate.
- Conducting interviews to determine client or program service needs and/or intervention.
- Gathering data, analyzing findings and applying logic and reason.
- Interpreting, monitoring and reporting information and statistics.
- Authoring original reports, documents and presentations.
- Compiling and sorting data and articulating issues and recommendations.
- Coordinating deadlines and prioritizing competing demands.
- Maintaining program or case information.
- Exercising confidentiality.
- Collaborating and facilitating communication with program stakeholders.
- Researching industry trends, solutions and best practices.
- Interpreting and applying applicable laws, codes, regulations and standards (based on assignment).
- Providing customer service.
- Utilizing a computer and relevant software applications.
- Utilizing communication and interpersonal skills as applied to interaction with coworkers, supervisors, the general public and others to sufficiently exchange or convey information and to receive work direction.

Education and experience requirements:

Bachelor’s degree in social work, planning, or related human services field and one to two years of related human services experience. OR An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above, unless otherwise subject to any other requirements set forth in law or regulation.

LICENSING/CERTIFICATIONS:

Depending on assignment, some positions may require:

Valid Colorado Driver’s License and access to an automobile or to substantively equivalent alternative transportation.

STATUS: Full-time, Non-exempt

COMPENSATION AND BENEFITS

The hiring salary range for this position is \$3,839.34 - \$4,602.00/month or \$1,919.67 - \$2,301.00/semi-monthly depending on qualifications.

APPLICATION PROCEDURE

To view the full job description, a complete listing of benefits, and to apply for this position, please visit our website at <https://drcog.org/drcog-job-openings>.

This position is open until 5:00 p.m. Mountain Time on Wednesday, August 23, 2023.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or status as a protected veteran.