

# Parents & Friends Inc.

*Creatively Serving People with Developmental Disabilities for over 60 years*

## **Job Description: Individual Service Plan (ISP) Coordinator**

**Primary Job Description:** Develop and implement the coordination Coastal Support Services ISPs; write and track the plan goals; calendar meetings and deadlines; and maintain all PFI client files; support medication coordinator with medical appointment overflow. Participate in department on-call rotation. Works with PFI Program managers and Redwood Coast Regional coordinators. Reports to Coastal Support Services Program Manager

### **Preferred Qualifications:**

1. Strong skills in Project Management, facilitation and clerical recording.
2. Good character with a reputation of personal integrity, including ability to maintain confidentiality.
3. The ability to demonstrate proficiency in computer operations as they related to calendaring, word processing, data filing, and Google Docs. Specifically, fluent or able to quickly gain fluency with Microsoft Windows, Excel, Word, Outlook and the Internet
4. Ability to work well with others, to communicate via phone, e-mail and written correspondence, to complete work in a timely manner, to prioritize work, multi-task, and to be flexible.

### **Responsibilities**

### **Specific Duties**

A. Calendar due date months for client IHSP meetings (E F)	<ol style="list-style-type: none"> <li>1. Calendar birth dates and 6 month period for each client</li> <li>2. Identify PFI programs supporting each client</li> <li>3. Communicate with Program Managers, Redwood Coast Regional Center Coordinators and other members of each client’s support circle</li> </ol>
B. Schedule and Facilitate Manager Client Review meetings (E F)	<ol style="list-style-type: none"> <li>1. Schedule meetings prior to the “due date” month</li> <li>2. Gather information re: clients from that meeting</li> <li>3. Set deadline for Client Goals (tracking and setting)</li> <li>4. Collaborate findings with Coastal Support Service Program Manager</li> </ol>
C. Compile information, Write and assemble the ISP reports & material (E F)	<ol style="list-style-type: none"> <li>1. Compile &amp; write the information into the ISP format for each client</li> <li>2. Update the Client Fact Sheet and Emergency Sheet</li> <li>3. Update and print the Medical Forms, Releases (ROI) &amp; Grievance policy for client signatures</li> <li>3. When appropriate, print the PFI Client manual for review with client</li> </ol>
D. Calendar client meetings with all Managers (E F)	<ol style="list-style-type: none"> <li>1. Set date to accommodate client and all members of the client’s circle of support</li> <li>2. Coordinate the IPP meeting with RCRC</li> </ol>
E. Maintain Files and Goal Tracking (Essential Function)	<ol style="list-style-type: none"> <li>1. Develop spreadsheet to track Client Goals for PFI Outcome calculations</li> <li>2. Keep and Maintain all client files</li> <li>3. Maintain all client archived files</li> </ol>
F. Coordinate and	<ol style="list-style-type: none"> <li>1. Become knowledgeable in RCFE requirements for care plans and IPP’s</li> </ol>

Compliance for all Coastal Support Programs (E F)

2. Organize all documents associated with RCFE.
3. Prepare and present necessary reports for Coastal Support Services with the guidance of the Program Director and appropriate manager.

G. Other duties As Assigned

I have read and state with my signature that I understand this job description

Signed \_\_\_\_\_ Date \_\_\_\_\_

Revised 01-2019