



AVENUES TO COMMUNITY, INC.
2802 Coho St., Suite 201
Madison, WI 53713
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Job Description
Service Coordinator/Support Broker

Position Summary

Provide Service Coordination/Support Broker services to adults with developmental disabilities who live in Dane County. Assist consumers with determining and maintaining financial and functional eligibility for all available funding programs. Develop person centered plans of support for every consumer that includes information about their basic support needs, identifies service providers to assist with these needs, addresses health and safety issues, and identifies goals and dreams. Must be knowledgeable about the Dane County Adult Community Services Developmental Disability System as well as other community resources. Communicate effectively with consumers, family members, service providers, Dane County staff and other community members. Adhere to all confidentiality requirements and have an understanding of consumer rights and responsibilities.

Job Responsibilities

1. Provide Support Broker services to adults with developmental disabilities. Caseload size is based on FTE status.
2. Establish and maintain effective working relationships with co-workers, supervisors and the general public.
3. Maintain regular consistent and professional attendance, punctuality, and personal appearance.
4. Complete all required MA Waiver (CIP) and Self Directed Services (SDS) paperwork on time to maintain consumers' financial and functional eligibility for these programs.
5. Maintain detailed log notes of Support Broker activities. Report contact hours on the monthly 610 report and submit to the Administrative Assistant as requested.
6. Complete an annual person centered plan of support for each consumer. Review this plan every six months and as necessary.
7. Coordinate and facilitate regular meetings with consumers, family members and service providers as necessary.
8. Conduct a direct or collateral contact for each consumer every month.
9. Attend all required Support Broker trainings.
10. Attend weekly agency meetings and monthly staff meetings as scheduled. Consult with the Program Director and Executive Director regarding consumer issues as they arise.
11. As a mandatory reporter, follow all State of Wisconsin and Dane County abuse and neglect guidelines.
12. Return all phone calls and e-mails from consumers, family members and service providers within 48 hours.
13. Pursue personal and professional development of skills and knowledge necessary for the effective performance of the position.

Job Skills and Knowledge

The Support Broker must be knowledgeable about developmental disabilities, the Dane County Human Services Adult Community Services Developmental Disabilities System, program funding guidelines and community resources. This position requires an understanding of consumer rights and responsibilities, abuse and neglect procedures and protocols, and must abide by all confidentiality requirements for consumers as well as Avenues staff. In addition, the Support Broker will be familiar with different person centered planning processes and communicate effectively and clearly with all agency staff, consumers, family members, service providers and Dane County staff.

Qualifications

Masters degree in Social Work, Rehabilitation Counseling Psychology or related field preferred. Minimum of one year work experience supporting individuals with developmental disabilities required. Having strong leadership and communication skills as well as the ability to organize and prioritize multiple tasks is essential.

Hiring Statement

Unless you have a written contract signed by Avenues to Community, Inc. that specifically states otherwise, you and we operate under an employment-at-will arrangement, in which either of us has a right to terminate our employment relationship for any reason. Avenues to Community, Inc. is an Equal Opportunity/Affirmative Action employer.