



PUBLIC AUTHORITY

IN-HOME SUPPORTIVE SERVICES

MARIN COUNTY

Support Services Coordinator

One Full Time Position Available

Salary Range

\$63,648.00 - \$76,731.20 Annually

Job Description:

The Support Services Coordinator would develop and implement a coaching/Mentorship Pilot Program targeting isolated In-Home Supportive Services recipients that due to a mental or physical impediment are not able to navigate the complicated IHSS system. Currently, the IHSS program requires that all recipients select, interview, hire and manage their own IHSS caregivers. This demand is unrealistic and highly taxing for an individual that may not have previous experience hiring and managing employees. This position would work very closely with Aging and Adult Services staff as well as other Public Authority staff members to identify recipients that require coaching with the end goal of increasing retention of providers.

Specific duties:

- Identify recipients that require coaching on different topics such as the Electronic Visit Verification portal.
- Provide coaching and mentoring to IHSS recipients and providers that are challenged with navigating the IHSS System.
- Develop and implement a training module for the Electronic Verification System (EVV) that includes the Electronic Timesheets and the Telephone Timesheets.
- Coordinate the IHSS Provider Training.
- Provide mediation, problem resolution and crisis management when there is conflict among IHSS providers and recipients.
- Keep a diligent record of each case in Nexus and on file.
- Serve as a liaison with Marin County's Aging and Adult Services.
- Handle payroll discrepancies and serve as a liaison with the IHSS Payroll Department.
- Other duties as assigned.

Knowledge, Skills, Abilities:

- Strong analytical and writing skills, including ability to organize, write and produce reports as needed.
- Able to plan, conduct and monitor consumer and provider education and training.
- Skill in mediating and managing situations in which there is conflict.
- Effectively communicate one on one in group setting.

- Read, interpret, and apply rules, regulations, policies, and procedures to real life situations.
- Research and collect accurate information, make accurate assessments of facts and situations, and apply sound judgment.
- Learn and use computer programs and systems.
- Professionally communicate and interact with persons from various backgrounds, including ethnic, cultural, social, and economic.
- Empathize with care providers and consumers situations and needs.
- Analyze situations quickly and objectively to determine proper course of action.
- Knowledge of community resources and the ability to work with community partners.

Experience & Training:

- One year of experience in a related field preferred.
- Bachelor's Degree or two years of college education in a social science preferred.
- Bilingual in English and Spanish languages preferred.

Benefits:

- Paid Time Off: 2 weeks paid vacation first year; Competitive paid vacation accrual; holidays; and generous sick leave accruals.
- Health Plan: Choice of two Kaiser HMOs or Western Health Advantage, along with dental through Delta Dental PPO, and vision through Vision Service Plan (VSP). There is contribution toward the premiums (the contribution amount varies depending on coverage tier elected such as employee only, employee + 1, employee + family).
- Retirement: Defined benefit plan under the CalPERS Pension.
<https://www.calpers.ca.gov/>.
- Life Insurance coverage included.
- Schedule is Monday through Friday

Requirement:

- Submit Resume and Cover letter to dario@pa-marin.org
- SPECIAL REQUIREMENTS: Candidates selected are subject to fingerprinting and must pass a Department of Justice LiveScan background check prior to appointment.
- IMPORTANT INFORMATION: Public Authority, in compliance with Public Health Orders, requires all employees to be fully vaccinated (at least fourteen (14) days since second dose in a two-dose COVID-19 vaccine series or a single-dose COVID-19 vaccine). COVID-19 Vaccine: (A vaccine to prevent COVID-19 that is: (1) administered under emergency use authorization from the Food and Drug Administration ("FDA"); or (2) approved by the FDA).