



Coordinator Client Services

Quality Assurance

ACCOUNTABILITIES

To assist in the identification, development and evaluation of client services to effectively achieve the agency's goals and objectives. To oversee the system of referrals, services, reports, invoices and outcomes of families referred for community based contract and non-contract services. To act as a liaison with providers and LCCS staff to address and resolve concerns.

ESSENTIAL DUTIES

Oversee the process of requesting client services, including non-contract mental health services. Provide education to LCCS staff regarding availability of contract and non-contract community resources. Educate LCCS staff on the process for making contract and non-contract service referrals and required paperwork (releases of information).

Act as liaison with community service providers (both non-contract and contract) and LCCS staff. Communicate with providers and agency staff regarding issues related to services for children and their families. Maintain and/or develop cooperative relationships with service providers to gather and exchange client information, to identify services needs/gaps/availability, and for problem identification/resolution. Conduct site visits regularly with current and prospective service providers.

Identify new/additional community resources that could provide quality services to LCCS families. Educate LCCS staff about available community services. Maintain/update electronic information on available community services for LCCS staff to utilize as a resource. Coordinate and host the annual staff Resource Fair and other events as needed.

Develop and process service contracts for approval. Negotiate fees for services and contract terms and payment amounts. Evaluate service provider performance in delivering contracted services. Provide/arrange technical assistance, training and support to service providers, as needed.

Review and approve contract provider invoices based on contract terms (eligibility, service cost amounts, maximum hours of service to be provide, etc.). Assist clerical staff in resolving service invoice questions/issues.

Make recommendations related to client service needs, requests for proposals (RFP) and contract development/revisions. Facilitate agency Request for Proposals process to procure contracted services. Research evidence-based practices to be incorporated into RFPs, as needed.

Conduct quarterly meetings with contract providers to discuss provision of contracted services and any service issues, as identified. Facilitate bi-annual Mental Health Collaboration meetings with community mental health agencies to share information and discuss/problem solve service-related issues between systems.

Work with QA Data Analyst to develop provider quarterly and annual reports which address contract referrals, expenditures, service provision, client outcomes, satisfaction surveys and recommendations for corrective action plans, contract renewal and funding amounts.

Monitor and track QRTP placements of children in agency custody, including IV-E eligible and non-eligible children. Work with the Entitlements and/or Title IV-E staff to resolve any issues and attend Title IV-E meetings as scheduled. Assign CANS assessments, process CANS assessments, and work with the LCCS legal department to ensure processes are completed timely. Conduct CANS assessments and related follow up for youth entering QRTP facilities, as assigned.

Perform other related duties as assigned including backing up other DEIS Division non-bargaining unit staff.

As an Equal Opportunity Employer, Lucas County Children Services is committed to a diverse work force.

MINIMUM QUALIFICATIONS

BA in Social Work or related field required. Masters Degree in Social Work or related field preferred. Minimum three years of experience in child welfare required. Ability to utilize computer technology to access information and produce reports including Microsoft Excel highly desirable. Excellent written, oral communication and presentation skills required. Knowledge of community resources, required. Must be well-organized with a strong attention to detail. Demonstrated ability to model effective interactions and communication skills in cross-cultural situations required.