



Job Title: Direct Service Provider Coordinator

Revision Date: 10/11/2022

Supervisor Title: Operations Manager

Supervisory Responsibilities: None

FLSA Status: Non-Exempt, Hourly, Full-Time (40 hrs/wk), Benefits Eligible, At-Will Position

Rate: \$21.00-\$26.00

Beyond Blindness is a California Nonprofit Corporation founded in 1962 whose mission is to empower children with visual impairments and other disabilities to achieve their fullest potential. We envision a world where all children, no matter their abilities, are equipped to live full and rewarding lives. We value People First, championing and building upon the inherent strengths and value within each child, as well as Family, Connection, Impact, Inclusion, Stewardship, and Optimism.

Beyond Blindness is the only organization of its kind in Southern California that provides all the support and services — outside of medical care — that children with visual impairments and other disabilities need to develop to their highest potential and live fulfilling lives. Beyond Blindness is a one-stop support resource for these children, and their families, and provides services in clients' homes, at its location in Santa Ana, and in schools throughout Orange County.

Position Summary:

The Direct Service Providers Coordinator position will work across all departments and within the community to support client and family needs.

This job description is intended as a guide to the general job responsibilities.

Tasks and Activities

- Maintain client attendance and sign in/out tracking plus records of provided services, client progress and transitions.
- Support new enrollments including documentation and tours.
- Ensure Regional Center compliance and regulations.
- Create and ensure client files are up to applicable codes and regulations.
- Maintain data entry and contract schedules of program staff and clients.
- Evaluate and validate insurance information to verify coverage and coordinate internally with billing department to submit claims.
- Document benefits in client management system.
- Communicate with parent/guardians as needed/directed.
- Acknowledge visitors and maintain visitor sign-in books.

- Be aware of and distribute resources as needed.
- Maintain calendar, schedule and set up for meetings and communication needs.
- Assist clients and families in scheduling services by telephone and in person.
- Establish and maintain relationships with Regional Center Orange County, school districts, and community organizations.
- Assist with office duties including phone calls, returning voicemails, and client correspondence.
- Participate in Agency activities assuring optimal well-being of children.
- Maintain accurate records and prepare reports.
- Follow Standard Operating Procedures for existing and new contract management processes.
- Back-up other administrative personnel as needed.
- Develop, review, and provide guidance as needed on written program policies and protocols.
- Respond to emergency and priority situations such as safety and security measures.
- Treat clients with empathy and respect and conduct oneself in a professional manner.
- Comply with organizational guidelines and health care laws and regulations.
- Establish and maintain interpersonal relationships with coworkers, community organizations, subordinates, supervisors, and leadership.
- Communicate professionally, in a timely fashion and cordially with persons outside the Agency including like-organizations, peers, and networks.
- Other duties as assigned.

Expectations:

- Belief in mission.
- Conduct self in professional manner always.
- Willing to work evenings and weekends as needed.
- Respectful to supervisors and coworkers.
- Regards all client and employee information as highly confidential.
- Willingness to answer phones and conduct other administrative and all other duties as needed.

Education:

Bachelor's degree in business, health, communications or related fields or comparable work experience

Experience:

- Proficiency in Microsoft Office, Client Management Software and learning agility to new technology as needed.
- Knowledge of Regional Center contracting and compliance.
- Proven customer relationship management.
- Strong verbal and written communications skills, both on the phone and in-person.
- Attention to detail with strong analytical and problem-solving skills.
- Ability to work effectively with diverse groups of clients, staff, and community members.

- Ability to work independently and within an interdisciplinary team.
- Passionate about helping people with a positive, can-do attitude.
- Ability to multi-task.
- Bilingual (Spanish/English) a plus.

Licensing & Accreditation Requirements:

All employees working for Beyond Blindness are required to always meet the following:

- LiveScan Fingerprint clearance and background check - DOJ/FBI/Child Abuse Index (one time or upon re-hire)
- Health Screening (one time or upon re-hire)
- Proof of immunity to Measles or MMR Vaccination Record (one time)
- Flu Vaccine within one year (and each year thereafter)
- TDAP Vaccine within last 10 years (and every 10 years thereafter)
- Current COVID-19 Vaccine (fully vaccinated)
- Clear TB test or Chest X-ray within last 4 years (and every 4 years thereafter)
- Current up-to-date Credential, License, Certification or Units for employment

Beyond Blindness offers competitive salary and benefits programs including medical, dental, vision and life and disability insurance to employees as well as generous vacation, holiday, and sick time policies. We also have a variety of additional continuing education, employee referral and childcare programs for eligible employees. We also offer a diverse community of employees and clients with an emphasis on a culture of engagement, positivity, and support.

Your Application

We're excited to hear from you! To join Beyond Blindness, please upload a resume and cover letter to careers@beyondblindness.org. Applications without cover letters will not be considered; please use this as an opportunity to convey why you want to be a Teacher of the Visually Impaired at Beyond Blindness.

People First * Family * Connection * Impact * Inclusion * Stewardship * Optimism