

## **ESI – Empowering and Supporting Individuals**

### **Client Services Coordinator Employment Opportunity**

ESI is looking for someone interested in joining and leading a team of caregivers to provide quality services to adults with a variety of abilities. You will be successful in this position if you have a team-oriented mindset and enjoy helping those around you achieve their full potential while continuing to grow a progressive, community-minded day service program. You will find this job very rewarding if you are a good communicator and are able to organize a variety of tasks daily. You will enjoy joining a management team that will help you grow and succeed in a thriving nonprofit organization. This position will supervise a team of individuals providing services to our clients both in a facility-based setting and a community-based setting. You will also plan, coordinate, and implement service ideas to help the people we serve meet their personal goals to achieve their best life. ESI offers competitive pay and a comprehensive benefits package including paid time off, health insurance and 401k. ESI also offers flexible work schedules to help you better balance work and home life.

### **Job Description**

**Position:** Client Services Coordinator

**FLSA:** Exempt

**Hours:** Monday-Friday 7:30-4:00pm / This job offers full benefits including health, paid vacation, and 401K.

**To apply:** Please email or send a resume to

ESI / Careers  
813 Rabas St  
Algoma, WI 54201  
or email: [info@esiempowers.com](mailto:info@esiempowers.com)

As part of the ESI management team, this position is responsible for creating, maintaining, and expanding day service elements including both community-based and facility-based services. This position is also responsible for the supervision of assigned day services staff and the implementation of service elements into participant's individual service plans. The client services coordinator will lead a team of day service providers to design and incorporate engaging activities that help individuals with disabilities become better self-advocates, more independent, and better connected with their community as well as achieve their own personal goals as detailed in their ISP (individual service plan).

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

1. Responsible for direct supervision of day service elements and their respective service staff including performance appraisal and managing performance concerns as they arise.
2. Responsible for continuing to develop engaging facility-based service elements and the MyCommunity community-based service option that helps individuals have a more meaningful day and be better self-advocates, more independent, and better connected to the community.
3. Responsible for annually evaluating through a “satisfaction survey” the effectiveness and perceived value of service elements at ESI from the participants, appropriate family members or members of an individual’s care team, and funding sources.
4. Responsible for creating a teamwork atmosphere that each staff member feels valued as well as able to contribute to the growth of ESI.
5. Responsible for effectively and regularly communicating with case management regarding service elements and with the senior staff team regarding changes to service elements in the agency.
6. Spend part of the program day interacting in client service elements with the direct service staff so that you are able to manage performance, engage staff in a meaningful way when discussing service options and provide team support when back-up is needed.
7. Oversee the training of all new and existing assigned staff for day service program elements.
8. Coordinate staff scheduling in the day service programs through a variety of service elements to increase staff cross-training to reduce staff burn out and staff turnover.

### **Supervisory Responsibilities**

Work cooperatively with all staff and create a positive and rewarding work environment. Carry out supervisory responsibilities in accordance with the organization’s policies set forth by the Board of Directors and applicable laws.

### **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations shall be made to enable qualified individuals with disabilities to perform the essential functions.

### **Education and/or Experience**

Direct experience working with individuals with disabilities and supervision of staff. Knowledge of home and community-based benchmarks (HCBS) is a plus.

### **Language Skills**

Ability to read and interpret safety rules, policy and procedure manuals, short correspondence, state regulations, confidentiality regulations, and memos. Ability to write

simple to complex correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, client families, other professionals, and other employees of the organization. Ability to read, appropriately apply, analyze, interpret common technical journals, financial reports, and appropriate legal documents as they relate to clients, case management and the broad field of rehabilitation. Ability to communicate in a positive, cooperative, proactive, effective manner with clients, subordinate staff, coworkers, supervisors and board members.

### **Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fraction, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

### **Reasoning Ability**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to define problems, establish facts, and draw valid conclusion. Ability to deal with problem involving several variables in a variety of situations. Ability to deal with a variety of people with many different and sometimes demanding points of view.