

“This is more than a job.
Seeing individuals
grow and succeed ...
I receive more than I give.”

*Service
Coordinator*



The New York State Association of
Community and Residential Agencies
(NYSACRA) is a catalyst and leading advocate
for people who have developmental disabilities
and organizations that support them.
Visit us at www.nysacra.org.

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**YOU CAN MAKE
A DIFFERENCE**

**As a Frontline
Supervisor or
Service Coordinator**

*Come
join us*



*and support
individuals with
developmental
disabilities.*



Careers in Developmental Disabilities Frontline Supervisors & Service Coordinators



Individuals with developmental disabilities rely on networks of community supports and services. Frontline Supervisors and Service Coordinators hold these networks together, ensuring that individuals receive what they need.

Frontline Supervisors tend to administrative matters: recruiting, hiring, and nurturing Direct Support Professionals; managing programs' staffing, finances, and equipment; assuring compliance with policies; and assisting in individual and program planning.

Service Coordinators (also known as case managers, advocates, or service/support brokers) assure that individuals receive the supports they need and desire. They act as liaisons between individuals and service agencies; facilitate the development of support plans and monitor their implementation; assure that plans stay current with individuals' needs and personal goals; and serve as individuals' advocates in time of need.

REQUIREMENTS

Frontline Supervisors and Service Coordinators are expected to have excellent communication and interpersonal skills as well as clean criminal and child abuse records. Many agencies require that they also have drivers' licenses.

It is expected that **Frontline Supervisors** have a High School Diploma or GED *and* prior experience in the field of human services or prior supervisory/administrative experience.

It is expected that **Service Coordinators** have a Bachelor's degree in human services or a related field or an Associate's degree with commensurate experience *as well as* one year experience working with individuals with developmental disabilities or one year experience providing service coordination services for any population. Service Coordinators

must also complete a New York State approved service coordination training program shortly after hire.

SALARY & BENEFITS

Frontline Supervisors and Service Coordinators are offered competitive salaries, which increase with experience; flexible hours; benefit packages which include insurance and retirement options; paid vacation, holiday, and sick leave; opportunities for continuing education; and career ladders.

ADVANCEMENT OPPORTUNITIES

With experience and/or additional training/education, which agencies actively promote, Frontline Supervisors and Service Coordinators can advance to more senior management and administrative positions within their organizations' service delivery or service coordination programs.

NEXT STEPS

For more information about careers as a Frontline Supervisor or Service Coordinator supporting individuals with developmental disabilities, contact a service agency near you. For a directory of agencies supporting individuals with developmental disabilities visit: www.cqcapd.state.ny.us/dddirectory/ddintro.htm