

JOB DESCRIPTION – Service Coordinator

Position: Service Coordinator

Reports To: Program Manager

Salary: \$19.00 – \$25.00

Employment Status: ☐ Full-Time ☐ Part-Time

FLSA Status: Non-Exempt

Job Location: ☐ San Diego ☐ North County ☐ Imperial Valley ☐ Honolulu

Position Summary

The Service Coordinator plays a vital, cross-functional role in advancing independence for people with disabilities. This position works across multiple programs and service areas, providing tailored, person-centered coordination and empowering consumers through individualized goal planning, navigation of complex systems, and strong advocacy.

Service Coordinators are highly skilled in identifying needs, linking individuals to the appropriate internal and external supports, and navigating local, state, and national resources. The ideal candidate is community-oriented, trauma-informed, and passionate about disability rights. Strong communication, flexibility, and collaboration are essential to succeed in this role.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Conduct whole-person assessments to determine consumer needs, strengths, and goals
- Co-create service plans and support consumers in achieving independent living goals
- Provide hands-on support in accessing and applying for public benefits (e.g., SSI, SSDI, housing, food security, in-home support services)
- Navigate long- and short-term service options and care systems with consumers

- Maintain consistent follow-up to monitor progress, offer coaching, and provide encouragement
- Deliver both short- and long-term case coordination based on individual needs
- Facilitate educational workshops that challenge stigma and empower self-advocacy
- Maintain accurate, timely, and confidential documentation in the agency database
- Serve as a liaison to community partners, enhancing collaboration and referrals
- Conduct outreach and presentations to increase awareness of disability services
- Bring subject matter expertise to internal teams on community trends and systemic barriers
- Carry a consumer caseload as determined by program requirements

MINIMUM QUALIFICATIONS

- Successful completion of background clearance (DOJ Live Scan)
- Valid driver's license and insurance, or ability to travel throughout the community
- Associate's or Bachelor's degree in a related field required, or lived experience
- Minimum 3 years' experience in social services or disability services
- Bilingual or ASL fluency is a plus

KNOWLEDGE, SKILLS & ABILITIES

- Deep knowledge of community resources, entitlement programs, and assistive technology
- Strong crisis intervention and conflict resolution skills
- Excellent written and verbal communication; clear, compassionate, and culturally responsive
- High proficiency in relationship-building and consumer engagement
- Ability to prioritize and manage time independently in a fast-paced environment

- Strong documentation, organizational, and follow-up skills
- Commitment to the Independent Living Philosophy and disability justice

PERSONAL CHARACTERISTICS

- *Ethical Conduct*: Aligns behavior with organizational values and ethical standards
- *Relationship Building*: Establishes trust and collaboration with diverse individuals and teams
- *Effective Communication*: Communicates clearly and respectfully, both orally and in writing
- *Consumer Focused*: Anticipates and responds to the needs of consumers with empathy and respect
- *Growth Mindset*: Seeks feedback, embraces learning opportunities, and strives for continual improvement
- *Team-Oriented*: Works cooperatively, embraces accountability, maintains a professional workspace, and contributes to a positive work culture
- *Organized and Self-Directed*: Effectively manages time, responsibilities, and changing priorities

WORK ENVIRONMENT & EXPECTATIONS

Primarily office-based, with regular travel to meet consumers in the community. Monday–Friday, 8 AM–5 PM schedule; occasional evenings/weekends may be required. Reasonable accommodations will be made to support employees with disabilities. Must comply with HIPAA and maintain strict confidentiality.

NON-DISCRIMINATION POLICY

Access to Independence is committed to providing an inclusive, welcoming environment. We do not discriminate on the basis of race, color, religion, sex, gender identity or expression, sexual orientation, national origin, age, disability, genetic information, veteran status, or any other characteristic protected by federal, state, or local law.

We actively encourage applications from individuals with disabilities, LGBTQ+ individuals, people of color, and other underrepresented groups. People with lived experience with disability are strongly encouraged to apply.

DISCLAIMER

This job description is intended to convey essential information about the scope and responsibilities of the position. It is not intended to be an exhaustive list of skills, efforts, duties, or responsibilities associated with it. Duties may be adjusted or modified at any time to meet the needs of the organization and those we serve. Your signature is an acknowledgement that you meet the minimum qualifications for this role and can consistently demonstrate having the personal characteristics that align with the values of the organization.

Access to Independence of San Diego, Inc. is an Equal Opportunity Employer. We are committed to building a diverse and inclusive team. We do not discriminate on the basis of race, color, religion, gender, gender identity or expression, sexual orientation, national origin, disability, age, or veteran status. Individuals with disabilities are strongly encouraged to apply.

If you require accommodations during the application or interview process, please contact us at info@accesstoIndependence.org

Acknowledgement and Acceptance

I have read and understood the job description above. I acknowledge that this job description provides a general outline of the responsibilities, duties, and expectations of the position, and that it may be subject to change as organizational needs evolve.

Print Name: _____

Signature: _____

Date: _____

Supervisor's Name: _____

Signature: _____

Date: _____