



## CALIFORNIA HUMAN DEVELOPMENT

CREATING OPPORTUNITIES TO END POVERTY

### Job Description

**JOB TITLE:** UpLink Coordinator  
**DEPARTMENT:** disABILITY Services  
**REPORTS TO:** Program Director  
**FLSA STATUS:** Non-Exempt  
**LEVEL:**  
**LOCATION:** Santa Rosa  
**REVISED DATE:** 06/26/2020

**Summary Description:** The Uplink Coordinator is responsible for the coordination and implementation of the disABILITY Services UpLink program. This program provides community-based vocational training, community integration, situational learning opportunities, and social support for adults with developmental or intellectual disabilities. The Uplink Coordinator facilitates person centered planning with each individual in the program and ensures that appropriate relationships are built within the community of Santa Rosa and the surrounding area. The Uplink Coordinator facilitates the growth of program participants through effective in-house case management. This is a temporary position with funding secure through March 30, 2021. This specific role is reliant on continued funding through additional established funding sources based on the success of this program.

#### DUTIES AND RESPONSIBILITIES:

##### Program Development

- Develop community-based 'situational learning opportunities' as well as community-based work opportunities for individuals with developmental or intellectual disabilities who are already enrolled in one of our established day programs.
- Research community activities that would be of interest to individuals enrolled in the program based on feedback from participants.
- Facilitate person centered discovery sessions and planning meetings to establish schedules and routines for identified participants in order to transfer them into a community-based model.
- Meets semi-annually, or often as needed, with each individual in the program to review progress on person centered supports and goals.
- Train and supervise Community Access Specialists who will work directly with participants.
- Responsible for working with a group of individuals if Community Access Specialists are absent for any reason.
- Refer appropriate program participants to take part in individualized or customized employment if competitive employment is found and secured.
- Accurately maintain all data and documentation including, but not limited to, Therap notes, goal tracking, and behavior observations.
- Establish and maintain professional relationships with potential business partners, volunteer opportunities, and other community partners.

- Complete a Monthly Report, including information on achievement of Department goals, tracks and records consumer successes, and program activities.
- Participate in interviewing, hiring and training new staff within the UpLink program
- Ensure program compliance with CHD/disability policies, procedures, and standards.
- Work as a team with the rest of the Department Heads within the disABILITY Services Department to ensure that best practices within the field are being met and clients wants and needs are at the forefront of all programming.
- Assist Program Director to develop and operate within a reasonable budget.
- Perform other related duties as assigned.

### **Supervisory Responsibilities**

Is responsible for the overall direction, coordination, and evaluation of the Uplink department. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training new employees for this department. This position is also responsible for planning, assigning, and directing work to staff, as well as appraising performance, rewarding and disciplining employees, addressing complaints and resolving problems.

### **Additional Duties**

- Attend relevant training as assigned.
- Promote the concepts of Person Centered Planning and Employment First.
- Have sensitivity and concern for the rights and needs of clients, including a desire to relate to people with disabilities as dignified and competent individuals.
- Resolve conflicts and assist in client behavioral support according to the principles of positive behavior support planning.
- Represent CHD/disABILITY Services in a professional manner, with knowledge of and a commitment to the principles of normalization.
- In the event of an Emergency Disaster situation, you may have added responsibility to provide care for the health and safety of clients until they are relocated to a safe place or until another responsible party is available to take charge.
- Perform other related duties as assigned.

### **Required Skills and Abilities**

- Bilingual English/Spanish is highly desirable
- Ability to travel to various locations
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organizations.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

- Basic knowledge of Microsoft Office including, Excel, Word, PowerPoint, Publisher, Access, and Outlook.

**Education and/or Experience**

- Associate's degree (A. A.) or equivalent from two-year college or technical school
- Bachelor's degree preferred.
- Six months to one year related experience and/or training in case management and/or social services
- Knowledge in Person Centered Planning and Employment First highly desirable
- Equivalent combination of education and experience

**Certificates, Licenses, Registrations**

- Must possess a valid California drivers' license, proof of auto insurance and be insurable under agency policy if driving a company or personal vehicle

**Physical Requirements**

Regularly: Sit; Use hands to finger, handle, or feel; Talk or hear;

Occasionally: Stand; Walk; Reach with hands and arms; Lift up to ten (10) pounds

Vision: Close vision (clear vision at 20 inches or less); Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point);

**Work Environment**

Noise level: Moderate noise (examples: business office with computers and printers, light traffic)

*This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time. All employees are to maintain a positive work atmosphere by acting and communicating in a manner so that you get along with customers, clients, co-workers, management and stakeholders.*

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Reviewed by Human Resources: \_\_\_\_\_ Date: \_\_\_\_\_