

Lead Service Coordinator

Team supervision, escalation support, quality monitoring, and reduced client caseload

Department	Client Services / Branch Operations
Reports To	Branch Manager
FLSA Status	Full-Time, Non-Exempt

Position Summary

The Lead Service Coordinator supervises a team of approximately three to four Service Coordinators while maintaining a reduced client caseload. The position provides daily direction, coaching, workflow support, caseload balancing, escalation triage, documentation monitoring, and coverage assistance. The Lead Service Coordinator performs the full Service Coordinator function for assigned clients while helping the team meet service, quality, and timeliness standards.

Primary purpose: Support Service Coordinators closely enough to improve consistency and resolution while retaining direct knowledge of client coordination through a smaller caseload.

Essential Duties and Responsibilities

Direct Client Coordination

- Maintain a reduced client caseload and perform the essential functions of a Service Coordinator.
- Complete scheduling, staffing, quarterly reviews, progress reporting, waiver communication, complaint submission, and non-medical problem resolution for assigned clients.
- Manage selected complex cases and model effective documentation, communication, and escalation.

Team Supervision and Coaching

- Provide day-to-day supervision to approximately three to four Service Coordinators.
- Conduct regular one-on-ones, set priorities, monitor workload, and reinforce policies and workflows.
- Coach team members through complex client, caregiver, scheduling, waiver, authorization, incident, complaint, and service-plan issues.
- Support onboarding, job shadowing, skill development, and readiness assessments for new Service Coordinators.

Quality and Workflow Oversight

- Monitor completion of team's quarterly reviews, progress reports, client contacts, open tasks, complaints, service holds, incidents, and required documentation.
- Review work for operational completeness and escalate potential compliance or clinical concerns rather than replacing QA or clinical review.
- Balance caseloads and coverage during absences, vacancies, high-volume periods, or significant client events.
- Identify recurring barriers and recommend process, training, staffing, or resource changes to the Branch Manager.

Escalation and Cross-Functional Support

- Serve as the first supervisory escalation for routine Service Coordinator questions and unresolved service issues.
- Escalate high-risk client, safety, clinical, authorization, compliance, employment, or legal concerns promptly.
- Coordinate with Authorization, QA, Clinical Leadership, Corporate HR, and other departments while maintaining clear ownership boundaries.
- Provide the Branch Manager with concise status updates, trend information, performance concerns, and recommended actions.

Supervisory Responsibilities

- Directly supervises approximately three to four Service Coordinators.
- Conducts one-on-ones, coaching, onboarding support, workload planning, attendance monitoring within scope, and performance feedback.
- Partners with the Branch Manager and Corporate HR on formal corrective action and employment decisions.
- Maintains a reduced caseload to preserve capacity for supervision, coverage, and escalation support.

Role Boundaries and Cross-Functional Coordination

PRIMARY OWNERSHIP	PARTNERS CLOSELY WITH	DOES NOT INDEPENDENTLY OWN
• Service Coordinator team supervision	• Branch Manager	• Independent QA approval
• Caseload balancing and workflow support	• Authorization Team	• Clinical decision-making
• First-level operational escalation	• QA and Compliance	• Authorization ownership
• Reduced client caseload	• Clinical Leadership/RN Team	• Corporate employment administration
• Operational completion monitoring	• Corporate HR	• Final branch-level disciplinary decisions

Minimum Qualifications

- High school diploma or GED.
- Valid and active driver’s license and ability to be insured under the company automobile insurance policy.
- Current CNA or HHA credential, or successful completion of company-approved HHA training within the first 90 days of employment.
- At least two years of home care, home health, HCBS, scheduling, service coordination, case coordination, or healthcare operations experience.
- Demonstrated leadership, coaching, organization, documentation, and escalation skills.
- Ability to supervise approximately three to four employees while maintaining a reduced client caseload.

Preferred Qualifications

- Previous lead or supervisory experience.
- Knowledge of Indiana Medicaid waiver services, PCISPs, authorizations, quarterly reporting, incident reporting, and APS/CPS processes.
- Experience training staff, reviewing workflows and processes, or supporting complex cases.

Core Competencies

- Coaching and accountability
- Operational judgment
- Caseload management
- Escalation triage
- Quality awareness
- Client-centered leadership
- Communication
- Adaptability and coverage planning

Work Environment and Physical Requirements

- Ability to work for extended periods at a computer and communicate by telephone, video, and in person.
- Ability to travel between company offices, client homes, community locations, or meetings as required by the role.
- Ability to maintain confidentiality and safeguard protected health and employment information.
- Ability to manage competing priorities in a fast-paced home- and community-based services environment.

Key Performance Indicators

- Team completion of quarterly reviews and reporting
- Open-task and documentation aging
- Client and waiver coordinator responsiveness
- Open shifts and service utilization
- Escalation resolution and timeliness
- Employee development and performance
- Coverage effectiveness
- Quality and correction trends

Acknowledgment

This job description describes the general nature and level of work expected. It is not an exhaustive list of all duties. Responsibilities may be modified based on organizational needs, applicable requirements, and reasonable business considerations. Nothing in this document changes the at-will nature of employment where applicable.

Employee Name: _____

Employee Signature

Date