WPIC - Service Coordination Intern Description

The Service Coordination Intern assists the service coordinators in providing mental health service coordination services, according to the level of need, to a population of serious and persistent mental health consumers as described by the most recent Pennsylvania Bulletins regarding Blended Service Coordination, and in accordance with the Allegheny County MH/MR Plan.

The primary function of the Service Coordination Unit is to provide the person with serious mental health issues with professional assessment, service planning, service coordination, referral, and re-evaluation services required for a safe and healthy community life which is manifested through stability in relationships, housing and employment. The development of enduring relationships with those served is critical, with persistent outreach, being the central contact point in the system, coordinating care and assisting the person in their recovery process. This is done in accordance with the Agency’s vision, mission and values, and emerging mental health Recovery Principles. This position provides an essential recovery orientation. The Service Coordinator intern will be responsible for learning the General Service Coordination duties, assisting the team at appointments with clients, paperwork, finding resources and completing mock service plans, cans/ansa and progress notes in addition to the following:

- Intern will complete all Centralized SPA Trainings
- Intern will pass CANs/ANSA training
- Intern will complete all Internal WPIC Trainings
- Intern will shadow service coordinators in the field, participate during the visit, complete a mock note and discuss with supervisor at weekly supervision
- Complete mock CANS/ANsa and discuss in weekly supervision
- Complete mock service plan using CANS/ANsa and discuss in weekly supervision
- Work with team of service coordinators assisting with completing paperwork, preparing for audits and researching resources for clients.
- Attend and participate in weekly team meetings
- Attend weekly supervision prepared to discuss past week experience
- Keep a journal
- Observe at Re: Solve and on inpatient units and in the DEC
- Familiarize and become comfortable with the SPA Expectations:

- **SINGLE POINT OF ACCOUNTABILITY (SPA).**
  - Be the “go-to” resource for the person served and his/her family and the system of care.
  - Assure that there are effective “safety net” resources for the persons served.
  - Clearly communicate to the person what they can expect from the system and what the system will expect of them.
  - Assure there is periodic assessment & cross-system planning to meet the needs while utilizing their strengths.
  - Prepare for, convene/facilitate service planning meetings and provide follow-up after meetings.
  - Assure there is cross system coordination of services and that services are being provided.
- Develop relationships that endure with persistent outreach even when there is reluctance to receive services.
- Assist the person served in developing and using natural supports.
- Be a persistent advocate for those served and give feedback on systemic problems.
- Provide a consistent positive outlook which encourages recovery and full inclusion in the community.