

Position: **Service Coordinator**

Assessment For: **Theoretical Foundations**

Date: _____

Completed for: _____

Completed by: _____

Employee

Supervisor

Instructions:

1. For each Area of Expertise below, review the “As Demonstrated By” descriptions.
2. Then select the “Level of Growth Opportunity” that most closely reflects how much growth in this area would benefit you (the employee) and your organization

Area of Expertise	As Demonstrated by	Opportunity for Growth
Family-centered, strength-based practice	<ul style="list-style-type: none">• Embeds the concept of “family-centered, strength-based practice” in all activities• Accurately explains the concept of family-centered, strength-based practice at meetings and in one-on-one conversations with families, peers, agencies, others	<input type="checkbox"/> Primary Area for Growth <input type="checkbox"/> Secondary Area for Growth <input type="checkbox"/> Not an Area for Growth
Early intervention theory & practices	<ul style="list-style-type: none">• Accurately explains the concept of early intervention at meetings and in one-on-one conversations with families, peers, agencies, others	<input type="checkbox"/> Primary Area for Growth <input type="checkbox"/> Secondary Area for Growth <input type="checkbox"/> Not an Area for Growth
Child development	<ul style="list-style-type: none">• Provides information to families, service providers, community groups, etc. on infant and child development	<input type="checkbox"/> Primary Area for Growth <input type="checkbox"/> Secondary Area for Growth <input type="checkbox"/> Not an Area for Growth
Diversity	<ul style="list-style-type: none">• Applies understanding of diversity to communicate effectively, establish positive relationships with a diverse population of <i>Early On</i> families, and demonstrate respect for the uniqueness of each family’s culture• Promotes ongoing sensitivity to diversity among service providers	<input type="checkbox"/> Primary Area for Growth <input type="checkbox"/> Secondary Area for Growth <input type="checkbox"/> Not an Area for Growth

Position: **Service Coordinator**

Assessment For: **Technical Expertise**

Date: _____

Completed for: _____

Completed by: _____

Employee

Supervisor

Instructions:

1. For each Area of Expertise below, review the "As Demonstrated By" descriptions.
2. Then select the "Level of Growth Opportunity" that most closely reflects how much growth in this area would benefit you (the employee) and your organization

Area of Expertise	As Demonstrated by	Opportunity for Growth
Service coordination practice	<ul style="list-style-type: none">• Applies sound principles of service coordination to ensure that children and families receive effective services, and all the services to which they are entitled, without duplication• Continuously seeks appropriate situations and services, within the natural environment, necessary to benefit the development of the child	<input type="checkbox"/> Primary Area for Growth <input type="checkbox"/> Secondary Area for Growth <input type="checkbox"/> Not an Area for Growth

Position: **Service Coordinator**

Assessment For: **Policy, Rules & Regulations**

Date: _____

Completed for: _____

Completed by: _____

Employee

Supervisor

Instructions:

1. For each Area of Expertise below, review the “As Demonstrated By” descriptions.
2. Then select the “Level of Growth Opportunity” that most closely reflects how much growth in this area would benefit you (the employee) and your organization

Area of Expertise	As Demonstrated by	Opportunity for Growth
Part C regulation & practice	<ul style="list-style-type: none">• Coordinates the performance of assessments and evaluations• Participates in development, review & evaluation of the IFSP• Participates in home visits, as required	<input type="checkbox"/> Primary Area for Growth <input type="checkbox"/> Secondary Area for Growth <input type="checkbox"/> Not an Area for Growth
Other policy & regulation	<ul style="list-style-type: none">• Uses understanding of policy & regulation to facilitates the development of plans for smoothly transitioning <i>Early On</i> children and families to other programs/services• Keeps families informed of the range of services & resources provided by law for children with special needs and their families• Advises families of their rights and procedural safeguards• Ensures procedural safeguards are preserved and maintained• Works within the spirit and letter of federal, state & local law• Assists service providers to work within regulatory and other requirements• Personally works within the policies and practices of the funding agencies and <i>Early On</i> Michigan	<input type="checkbox"/> Primary Area for Growth <input type="checkbox"/> Secondary Area for Growth <input type="checkbox"/> Not an Area for Growth
Employer rules	<ul style="list-style-type: none">• Personally works within the employer’s policies and practices	<input type="checkbox"/> Primary Area for Growth <input type="checkbox"/> Secondary Area for Growth <input type="checkbox"/> Not an Area for Growth

Position: **Service Coordinator**

Assessment For: **Systems Expertise**

Date: _____

Completed for: _____

Completed by: _____

Employee

Supervisor

Instructions:

1. For each Area of Expertise below, review the “As Demonstrated By” descriptions.
2. Then select the “Level of Growth Opportunity” that most closely reflects how much growth in this area would benefit you (the employee) and your organization

Area of Expertise	As Demonstrated by	Opportunity for Growth
Local & state human service systems	<ul style="list-style-type: none">• Informs families about <i>Early On</i>, existing human service agencies (Family Independence Agency, Department of Education, Community Mental Health, etc.), and local community resources (e.g., churches, food banks, day care centers, family members, friends, other families)• Applies knowledge of human service and service delivery systems and community resources to continuously seek services and situations to benefit the development of the child• Uses understanding of policy & regulation to facilitates the development of plans for smoothly transitioning <i>Early On</i> children and families to other programs/services• Speaks knowledgeably about <i>Early On</i> and local service delivery systems and resources at meetings• Uses knowledge of the various systems to promote collaborative family-centered, strength-based practice	<input type="checkbox"/> Primary Area for Growth <input type="checkbox"/> Secondary Area for Growth <input type="checkbox"/> Not an Area for Growth
Local service delivery systems & resources		
<i>Early On</i>[®] Michigan systems		
Role/expectations	<ul style="list-style-type: none">• Meets the expectations for one's role within the employing organization	<input type="checkbox"/> Primary Area for Growth <input type="checkbox"/> Secondary Area for Growth <input type="checkbox"/> Not an Area for Growth

Position: **Service Coordinator**

Assessment For: **Working With Others**

Date: _____

Completed for: _____

Completed by: _____

Employee

Supervisor

Instructions:

1. For each Area of Expertise below, review the "As Demonstrated By" descriptions.
2. Then select the "Level of Growth Opportunity" that most closely reflects how much growth in this area would benefit you (the employee) and your organization

Area of Expertise	As Demonstrated by	Opportunity for Growth
Building & maintaining relationships	<ul style="list-style-type: none">• Builds and maintains effective interpersonal relationships with families, community/funding agency representatives, service providers, and others in the <i>Early On</i> community by:<ul style="list-style-type: none">○ Seeking opportunities to establish relationships○ Maintaining regular communications○ Following through consistently on assigned tasks and promises	<input type="checkbox"/> Primary Area for Growth <input type="checkbox"/> Secondary Area for Growth <input type="checkbox"/> Not an Area for Growth
Influencing & encouraging	<ul style="list-style-type: none">• Accurately anticipates how to best influence and encourage families, service providers, and others in the local community• Presents sound arguments to support family-centered care, early intervention, and family rights• Uses personal commitment & empathy to influence service providers, medical/health care providers, & other community members to work together• Assists families to build supportive relationships with other <i>Early On</i> parents	<input type="checkbox"/> Primary Area for Growth <input type="checkbox"/> Secondary Area for Growth <input type="checkbox"/> Not an Area for Growth
Supporting others		
Collaborating	<ul style="list-style-type: none">• Actively works as a partner/team member with parents, colleagues, and service/health care providers to meet the needs of children and families• Contributes actively for the good of the team• Lets go of personal goals/agendas when they interfere with team initiatives	<input type="checkbox"/> Primary Area for Growth <input type="checkbox"/> Secondary Area for Growth <input type="checkbox"/> Not an Area for Growth
Building teams		
Resolving conflict	<ul style="list-style-type: none">• Deals with families & colleagues in a tactful and understanding manner• Works constructively with others to find "win-win" solutions to conflicts and to improve families' ability to resolve conflicts themselves	<input type="checkbox"/> Primary Area for Growth <input type="checkbox"/> Secondary Area for Growth <input type="checkbox"/> Not an Area for Growth

Position: **Service Coordinator**

Assessment For: **Communicating**

Date: _____

Completed for: _____

Completed by: _____

Employee

Supervisor

Instructions:

1. For each Area of Expertise below, review the "As Demonstrated By" descriptions.
2. Then select the "Level of Growth Opportunity" that most closely reflects how much growth in this area would benefit you (the employee) and your organization

Area of Expertise	As Demonstrated by	Opportunity for Growth
Communicating orally & in writing	<ul style="list-style-type: none">• Provides information to people at their level of understanding• Communicates honestly, sensitively, and empathetically with all• Demonstrates clarity, focus, accuracy, and diplomacy when speaking at workshops, meetings, conferences• Writes clearly, concisely, and with the appropriate style (business, conversational, etc.) in creating correspondence and reports• Appropriately uses and interprets non-verbal behavior	<input type="checkbox"/> Primary Area for Growth <input type="checkbox"/> Secondary Area for Growth <input type="checkbox"/> Not an Area for Growth
Participating in groups	<ul style="list-style-type: none">• Participates in the group process used to develop, review and evaluate IFSPs• May participate as an active member of the LICC	<input type="checkbox"/> Primary Area for Growth <input type="checkbox"/> Secondary Area for Growth <input type="checkbox"/> Not an Area for Growth
Listening	<ul style="list-style-type: none">• Pays attention when others are speaking• Lets others finish speaking before jumping in with own position• Asks questions to understand other's statements and positions• Clarifies and repeats back others' statements to ensure understanding	<input type="checkbox"/> Primary Area for Growth <input type="checkbox"/> Secondary Area for Growth <input type="checkbox"/> Not an Area for Growth

Position: **Service Coordinator**

Assessment For: **Thinking**

Date: _____

Completed for: _____

Completed by: _____

Employee

Supervisor

Instructions:

1. For each Area of Expertise below, review the “As Demonstrated By” descriptions.
2. Then select the “Level of Growth Opportunity” that most closely reflects how much growth in this area would benefit you (the employee) and your organization

Area of Expertise	As Demonstrated by	Opportunity for Growth
Analyzing information	<ul style="list-style-type: none">• Sees the “big picture”, as well as the interaction of various factors, in analyzing assessment & evaluation data to identify the needs of children & families	<input type="checkbox"/> Primary Area for Growth <input type="checkbox"/> Secondary Area for Growth <input type="checkbox"/> Not an Area for Growth
Thinking creatively	<ul style="list-style-type: none">• Generates new insights and workable solutions to issues related to effective, family-centered, strength-based practice• Maintains a fresh perspective on issues• Promotes and encourages innovation among families, colleagues, and agency representatives	<input type="checkbox"/> Primary Area for Growth <input type="checkbox"/> Secondary Area for Growth <input type="checkbox"/> Not an Area for Growth
Solving problems	<ul style="list-style-type: none">• Uses listening skills to understand issues and problems• Determines the root cause of problems effectively and timely, especially those problems that represent barriers to families receiving needed services• Identifies several possible solutions to problems; selects the best solution	<input type="checkbox"/> Primary Area for Growth <input type="checkbox"/> Secondary Area for Growth <input type="checkbox"/> Not an Area for Growth
Exercising sound judgment	<ul style="list-style-type: none">• Evaluates alternatives prior to making decisions• Balances available information and own expertise in making decisions	<input type="checkbox"/> Primary Area for Growth <input type="checkbox"/> Secondary Area for Growth <input type="checkbox"/> Not an Area for Growth

Position: **Service Coordinator**

Assessment For: **Administration**

Date: _____

Completed for: _____

Completed by: _____

Employee

Supervisor

Instructions:

1. For each Area of Expertise below, review the “As Demonstrated By” descriptions.
2. Then select the “Level of Growth Opportunity” that most closely reflects how much growth in this area would benefit you (the employee) and your organization

Area of Expertise	As Demonstrated by	Opportunity for Growth
Planning & organizing	<ul style="list-style-type: none">• Sets well-defined personal and team goals and timelines• Defines, creates a sequence for, and prioritizes tasks (such as the performance of evaluations and assessments) that contribute to effective coordination of services for each <i>Early On</i> family• Employs effective systems for tracking progress and assuring follow up• Effectively organizes working papers and important materials	<input type="checkbox"/> Primary Area for Growth <input type="checkbox"/> Secondary Area for Growth <input type="checkbox"/> Not an Area for Growth
Managing time	<ul style="list-style-type: none">• Manages the time lines dictated by regulation (procedural safeguards)	<input type="checkbox"/> Primary Area for Growth <input type="checkbox"/> Secondary Area for Growth <input type="checkbox"/> Not an Area for Growth
Multi-tasking	<ul style="list-style-type: none">• Completes several tasks within the same time period, switching effectively from one task to another as the priorities and issues dictate	<input type="checkbox"/> Primary Area for Growth <input type="checkbox"/> Secondary Area for Growth <input type="checkbox"/> Not an Area for Growth

Position: **Service Coordinator**

Assessment For: **Essential Characteristics (Page 1 of 2)**

Date: _____

Completed for: _____

Completed by: _____

Employee

Supervisor

Instructions:

1. For each Area of Expertise below, review the “As Demonstrated By” descriptions.
2. Then select the “Level of Growth Opportunity” that most closely reflects how much growth in this area would benefit you (the employee) and your organization

Area of Expertise	As Demonstrated by	Opportunity for Growth
Vision, passion & commitment	<ul style="list-style-type: none">• Communicates own belief in the mission and vision of <i>Early On</i>• Puts <i>Early On</i> mission above personal agenda• Uses the Early On mission and vision as the starting point for identifying opportunities for system improvement and change• Seeks opportunities to learn and grow	<input type="checkbox"/> Primary Area for Growth <input type="checkbox"/> Secondary Area for Growth <input type="checkbox"/> Not an Area for Growth
Initiative & self-sufficiency	<ul style="list-style-type: none">• Steps forward to identify and address issues, even very difficult ones• Fosters a willingness and confidence among colleagues, service providers and families to undertake activities/address issues at their own instigation	<input type="checkbox"/> Primary Area for Growth <input type="checkbox"/> Secondary Area for Growth <input type="checkbox"/> Not an Area for Growth
Empathy & compassion	<ul style="list-style-type: none">• Demonstrates understanding of the feelings of others• Works to alleviate others' painful situations	<input type="checkbox"/> Primary Area for Growth <input type="checkbox"/> Secondary Area for Growth <input type="checkbox"/> Not an Area for Growth
Credibility	<ul style="list-style-type: none">• Builds trust with others through honesty• Demonstrates consistency between words and actions• Acts as a role model for straightforward, aboveboard conduct	<input type="checkbox"/> Primary Area for Growth <input type="checkbox"/> Secondary Area for Growth <input type="checkbox"/> Not an Area for Growth

Position: **Service Coordinator**

Assessment For: **Essential Characteristics (Page 2 of 2)**

Completed for:

Area of Expertise	As Demonstrated by	Opportunity for Growth
Risk tolerance	<ul style="list-style-type: none">• Has the courage to advocate a point of view not given full consideration by others or make a difficult decision• Encourages others to take risks and to learn from the experience	<input type="checkbox"/> Primary Area for Growth <input type="checkbox"/> Secondary Area for Growth <input type="checkbox"/> Not an Area for Growth
Resilience	<ul style="list-style-type: none">• Remains composed during times of stress• Views mistakes as learning experiences rather than as disappointments• Sees and communicates the humor in situations, even very difficult ones	<input type="checkbox"/> Primary Area for Growth <input type="checkbox"/> Secondary Area for Growth <input type="checkbox"/> Not an Area for Growth
Adaptability	<ul style="list-style-type: none">• Embraces change• Shifts strategies without distress	<input type="checkbox"/> Primary Area for Growth <input type="checkbox"/> Secondary Area for Growth <input type="checkbox"/> Not an Area for Growth