LIFE NAVIGATORS
Your Disability Partner EST. 1949

POSITION ANNOUNCEMENT
CLTS Support and Service Coordinator
Ongoing

Life Navigators is a small but mighty agency that works with kids and individuals with disabilities to ensure they are living safe, happy, and healthy lives in our amazing community. At Life Navigators, we believe our employees should lead balanced lives, and we offer employees the flexibility to do so through hybrid work. Our team is supportive and encouraging of each other. Employees, board members, and our partners are committed to giving individuals with varying abilities the opportunity to live lives that have purpose and meaning. Together, we are impacting over 4,200 kids, adults, and families each year and are motivated to continue to do so. We have been named a "2026 Best Places to Work" by the Milwaukee Business Journal! We are honored to rank among the best in the area for the eighth year in a row.

Life Navigators is looking to hire a CLTS Support and Service Coordinator(SSC) to join our dedicated and expanding team. The CLTS Support and Service Coordinator (SSC) will be responsible for a caseload of 40-45 children, ages 0-18, in Milwaukee County who are found eligible for the CLTS Waiver Program. The Support and Service Coordinators provide information, advocacy, assessment, and recertification; establish and monitor Individual Service Plans; authorize and monitor services; and assist in coordinating services for children, youth, and families found eligible for CLTS Services.

Bachelor's Degree in social work or related field required. One or more years of direct experience in serving children, youth, and individuals with disabilities. Knowledge of community-based services, including public benefit programming. Excellent written and oral communication skills with the ability to communicate key information clearly and in a timely manner, and detailed documentation and reporting. Personal transportation and insurance required. EOE. If you are interested in this position, please forward your cover letter and resume to the contact below. Please see the attached Job Description for additional information.

Business Manager
Life Navigators
7203 W. Center Street
Wauwatosa, WI 53210
Email cover letter and resume to:
information@lifenavigators.org

LIFE NAVIGATORS
POSITION DESCRIPTION

POSTION TITLE: Children's Long-Term Support (CLTS) Support and Service Coordinator (SSC)

REPORTS TO: Program Manager, and Lead Support and Service Coordinator

PRIMARY RESPONSIBILITIES:

1. Provide comprehensive assessment, evaluation and monitoring of services for children with disabilities and their families served under CLTS Waiver Program Care Management/Support and Service Coordination. Deliver services utilizing person-centered approach to ensure CLTS waiver participants access and inclusion for home and community based services.
2. Compliance with performance measurements including individual service plan (ISP) outcomes, recertification's, required contacts and incident reporting.
3. Establish and monitor Individual Service Plans for children and families served under the program and program functional and financial eligibility. Reviewing and updating of service plan and service authorization, assist in facilitating programmatic and developmental transitions, and cross system coordination.
4. Maintain certification as a Children's Long-Term Care Functional Screener with the State of Wisconsin. Participate in on-going training and education and program requirements.
5. Provide intervention and coordination with family members and service providers as necessary to promote safety, independence and foster community integration for each child and family served.
6. Perform routine monitoring services to ensure the safety of those served including crisis services and critical incident intervention. Provide crisis intervention as needed and coordination with other health, behavioral and medical providers. Timely reporting of crisis intervention.
7. Providing information and support to address program transitions. Coordination and information and education on transitions, guardianship, accessing LTC services, system coordination including public benefits.
8. Monitor caseload and prepare written reports, correspondence and program documentation for agency purposes and for funding sources. Complete timely case noting and documentation in SUMAC for program reporting and contract compliance.
9. Represent the interests of CLTS programming and children with disabilities and their families in various community wide committee and coalitions.
10. Administer policies and procedures effectively and perform related duties as required or delegated by supervisor.

QUALIFICATIONS:

1. Bachelor's degree in Social Work, Public Health or related field required.
2. One or more years of direct experience in serving children, youth and individuals with disabilities. Strong knowledge of community based services including public benefit programming.
3. Excellent written and oral communication skills with the ability to communicate key information clearly and in a timely manner and detailed documentation and reporting.
4. Knowledge of the Milwaukee County service system and State of Wisconsin Children's Waiver Programs.
5. Excellent computer skills, including knowledge of Microsoft Office Suite and SUMAC Program Management data systems service coordination data systems.
6. A valid Wisconsin Driver's license, vehicle and insurance.