

JOB OPENING

SERTOMA CENTRE, INC.
4343 West 123rd Street
Alsip, IL 60803

POSITION TITLE: Program Supervisor – Developmental Disabilities Day Program – 127th Street – Full-Time

POSITION REPORTS TO: Director Of Day Program Operations

POSITION SUPERVISES: DSP, DSP Substitute

POSITION SUMMARY:

We are seeking a Program Supervisor in our Developmental Disabilities Day Program who is highly motivated, compassionate, and dedicated to our mission to provide opportunities that empower individuals with disabilities to achieve personal success. This is an amazing opportunity for a candidate who is mission-driven and also envisions communities where all people with disabilities live, work, and fully participate. Our Developmental Disabilities Day Program serves adults with developmental disabilities who may also be impacted by mental illness, physical disabilities, and/or intellectual disabilities.

As an employee at Sertoma Centre, you will serve mankind and work in an environment that promotes self advocacy and the personal success of individuals served. We believe in the power of teamwork, innovation, and the free exchange of ideas.

The Program Supervisor in our Developmental Disabilities Day Program is responsible for providing leadership to the staff, direction to assigned Day Program operations, development of systems, and promoting a positive and optimistic environment that is responsive to the needs of the individuals served, the staff providing the services, and reflects the mission of the organization. Ensures that policies, procedures, and practices are in full compliance with all regulatory and accreditation agencies.

POSITION RESPONSIBILITIES:

- Responsible for oversight of daily operations, ensuring efficiency and accountability for services to all individuals in assigned areas through training, direction, and supervision of Direct Support Professionals (DSPs).
- Ensure that programming and personal care needs are scheduled and met on a daily basis in conjunction with the Service Coordinator and the program needs of the individuals.
- Work with the team to establish and maintain curricula for program groups and ongoing class schedules and enrollments in response to consumer needs and preferences as noted in the Personal Plan (PP).
- Assess and make recommendations for assistive technology and accommodations with the Service Coordinator.
- Provide training, monitoring, and oversight to DSPs regarding completion of required documentation per Sertoma policy and licensing agencies.
- Ensure that the time of persons served is utilized constructively. This would include supervision, scheduling, and/or participation in vocational training and a variety of activities, such as field trips, recreational and skills-based activities, and groups/classes as determined in conjunction with the Service Coordinator and individuals served.
- Ensure that production work requirements are scheduled and met in conjunction with the Production Manager and program needs of the individuals as applicable.
- Monitor and oversee the process for recording the performance of production and situational tasks for payroll and evaluation purposes.
- Maintain working knowledge of ISP on all assigned individuals and train and assist DSPs with implementation and interventions, as stated in the plan.
- Assist the Director of Day Program Operations in evaluating individuals during the intake process.

QUALIFICATIONS:

- Bachelor's Degree or high school diploma with five years of supervisory experience.
- Ability to work cooperatively and effectively with consumers, parents, staff, team members, and representatives from other organizations.
- Good interpersonal, administrative, communication, math, and organizational skills.
- Proficiency in the use of computers, software applications, and working knowledge of Microsoft Word and Outlook, with good typing skills.

ONLY ONLINE APPLICATIONS WILL BE ACCEPTED

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JOB OPENING

SERTOMA CENTRE, INC.
4343 West 123rd Street
Alsip, IL 60803

POSITION TITLE: Job Coach – Employment Services
Full-Time

POSITION REPORTS TO: Employment Specialist Supervisor

POSITIONS SUPERVISED: None

POSITION SUMMARY:

This position is responsible for providing education, training and support, both on and off the job site to individuals enrolled in Employment Services. Services are provided using the least intrusive systematic task instruction in integrated employment environments while networking with the family and employer to promote the development of natural supports. This position also provides education to employers and others directly involved with the individual regarding relevant issues (accommodations, disability awareness, etc.).

POSITION RESPONSIBILITIES:

- Provide on-site job training to individuals as required to assure job retention and successful job placement.
- Monitor progress, record data, and complete reports in a timely manner.
- Function as part of the interdisciplinary team providing input on performance with recommendations to the Service Coordinator and/or at IPE or ISP meetings.
- Conduct job site analyses on a periodic basis to ensure the individual's success. Identify and implement job modifications and accommodations, when necessary, to promote the success of the individual and job retention.
- Provide training on employer personnel policies and specific job skills through the least intrusive system possible.
- Communicate effectively and with the utmost professionalism with the individual, employers, co-workers, family and the community to facilitate on-the-job and situational adjustments.
- Coordinate and provide, as needed, travel training to and from the worksite.
- Self-transport to multiple job site locations on a daily basis to provide services.

QUALIFICATIONS:

- High school diploma required; Associate's Degree in a Human Service field preferred.
- Experience working with individuals with developmental disabilities and/or mental illness preferred.
- Prior experience in light janitorial, retail, and/or food service preferred.
- Excellent communication skills, both written and oral.
- Employee is required to possess the skill and ability to utilize all applicable technology and computer programs related to his/her position.
- Valid driver's license with good driving record meeting agency insurance provider coverage requirements. Insurance documentation for use of personal vehicle.
- Employee is required to remain compliant with all state/federal, position, agency, accreditation, and funding source training/licensing requirements including but not limited to CPR/First Aid and Crisis Prevention Intervention (CPI).
- Willing and available to work some evenings, weekends, and holidays as needed.

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JOB OPENING

SERTOMA CENTRE, INC.
4343 West 123rd Street
Alsip, IL 60803

POSITION TITLE: Job Developer – Employment Services
Full-Time

POSITION REPORTS TO: Director Of Employment Services

POSITIONS SUPERVISED: None

POSITION SUMMARY:

This position ensures community employment outcomes for individuals enrolled in Employment Services through establishing and maintaining relationships with employers and business managers, gaining knowledge about businesses and employer needs and marketing Employment Services. This includes explaining benefits available to employers and services provided through Employment Services. This position locates, develops, and secures job openings and coordinates with Employment Specialists to ensure employment opportunities are made available to individuals enrolled. This position is also responsible for completing associated paperwork including maintaining accurate data regarding employer contacts and billing.

POSITION RESPONSIBILITIES:

- Actively seek employment opportunities by initiating and maintaining ongoing contact with a variety of business representatives for individuals enrolled in the Employment Services Program. Explain the benefits and employment support services provided by the program to employers, including addressing employer's needs while educating and consulting on issues of disabilities and accommodations.
- Collect data from employers related to current positions including job requirements with applicant qualifications; coordinate with Employment Specialists to refer qualified applicants to employers.
- Market Employment Services through engagement in the following activities and meeting weekly/monthly quotas (established in collaboration with department manager): Job referral cultivation through outreach to known Sertoma Centre supporters; Cold contact mailings, calls, and drop-ins; Targeted business block information blanketing; Online market research (culling job postings for placement potential); Promotion of Sertoma Centre's Employment Services to community businesses (e.g., job fairs, business after hours, service or social organization meetings, etc.); Employer meetings/sales calls; Job, environment, and consumer analysis for job matching purposes.
- Stay abreast of community employment trends, public policy, and issues affecting individuals with disabilities (e.g., ADA, Social Security, health benefits, accommodations, etc.).
- In collaboration with the team, provide the amount and frequency of services and number of job placements necessary to meet departmental goals and maintain funding contracts.
- Conduct necessary follow-up with employers and individuals placed in community jobs.
- Assist with development of community-based assessments and volunteer sites and public relations activities.
- Actively participate in team meetings and ISPs (as necessary), providing relevant information and reporting on major activities such as establishment of employer contacts, job openings and requirements, and meetings with employers.

QUALIFICATIONS:

- High school diploma required; Associates Degree in related field preferred.
- Minimum of one year experience job developing for persons with disabilities preferred.
- Experience in sales, marketing, or related area required.
- Effective communication skills, both written and oral, and good organizational skills.
- Current driver's license with good driving record and car available. Auto insurance must meet the coverage level requirements of agency's insurance carrier to be eligible for mileage reimbursement.
- Employee is required to remain compliant with all state/federal, position, agency, accreditation, and funding source training/licensing requirements, including but not limited to CPR and CPI.
- Employee is required to possess the skill and ability to utilize all applicable technology and computer programs related to his/her position.

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JOB OPENING

SERTOMA CENTRE, INC.
4331 West Lincoln Highway, Suite E
Matteson, IL 60443

POSITION TITLE: Psychosocial Rehabilitation (PSR) Counselor DD/MI (QMHP) – Full-Time

POSITION REPORTS TO: Assistant Clinical Manager (DD/MI)

POSITIONS SUPERVISED: None

POSITION SUMMARY:

Join a new program at Sertoma Centre! Our DD/MI Program addresses mental illness specifically experienced by individuals with intellectual and developmental disabilities. You will support people with dual diagnoses in developing skills to manage mental illness, socialize with others, and decrease reliance on professional supports.

As a Psychosocial Rehabilitation (PSR) Counselor DD/MI (QMHP), you will become part of a team that supports consumers (individuals served) in their path toward recovery within a community setting. Our counselors make a difference every day in the community and in the lives of the individuals we serve. Our counselors are a valuable member of the Community and Mental Health Counseling Team. Sertoma Centre offers you the opportunity to work in a team environment, opportunities for professional growth, weekly clinical supervision required for licensure provided as part of employment, and free on-site CEUs offered at least four times/year. Additionally, you will receive competitive wages, eleven paid holidays, and generous paid time off. Join our team and make a difference in the world.

POSITION RESPONSIBILITIES:

- Facilitate psycho-educational groups.
- Participate in consumer outings.
- Provide individual psychotherapy for consumers on assigned caseload.
- Coordinate all treatment services (PSR, case management, psychiatry, primary care, etc.) for consumers on assigned caseload.
- Complete authorizations for services with managed care companies.
- Complete annual Mental Health Assessments for consumers on assigned caseload.
- Collaborate and develop individualized Treatment Plan every six months for consumers on assigned caseload.
- Document all consumer services in electronic clinical record.

QUALIFICATIONS:

- Master's Degree in a Human Services related field.
- Minimum of one year experience working with individuals with mental illness and working knowledge of the recovery model preferred.
- Experience with Medicaid Rule 132 documentation and billing requirements preferred.
- Current license in Counseling or Social Work preferred.
- Valid Illinois driver's license and documentation of current auto insurance, with a good driving record and car available.
- Must be willing to work evenings/weekend hours as necessary and be on call to respond to emergencies.

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JOB OPENING

SERTOMA CENTRE, INC.
4343 West 123rd Street
Alsip, IL 60803

POSITION TITLE: Accounts Receivable Billing Coordinator

POSITION REPORTS TO: Accounts Receivable Supervisor

POSITION SUPERVISES: None

POSITION SUMMARY:

The Accounts Receivable Billing Coordinator is responsible for the timely completion of all billing, application of cash receipts, and monitoring of the Accounts Receivable Aging to ensure follow-up and adjustments are completed timely to reduce the write-off of uncollectible invoices.

POSITION RESPONSIBILITIES:

- Review Accounts Receivable Aging Report to ensure follow-up for payment is conducted timely on all accounts.
- Prepare invoices in MIP for School Transition tuition and transportation fees, Janitorial Services, third party billing, private pay billing, CMHC claims, subcontract billing, and all government grants and programs.
- Maintain ROCS database, adding new consumers and updating consumer information as needed. Submit monthly ROCS billing timely and follow-up on rejections.
- Review DHS billing rejections, interpret reports, and follow-up with agency personnel for error corrections.
- Post ACH-EFT cash receipts and perform collection duties on delinquent accounts, including collection letters and phone calls, for all accounts.
- Produce the monthly outstanding Janitorial Aging Report.
- Work with Home-Based staff on monthly billing to third parties.
- Coordinate and distribute billing correspondence, reports, and program related forms, including Open Invoice Reports and AR Aging Reports to appropriate program staff.
- Establish and maintain contacts with DHS personnel for assistance with billing and reporting issues.
- Research and respond to invoice and payment inquiries timely.
- Monitor and analyze billing procedures and workflows to make ongoing process improvements to ensure efficient use of resources while maintaining a high level of accuracy.
- Prepare assigned account reconciliations, research variances, and prepare related journal entries. Provide recommendations for process improvements, as needed.
- Prepare audit work papers and AR confirmation letters in a timely manner.
- Provide assistance with special projects as needed.
- Continuously meet requirements of applicable licensing, funding, accreditation, and other state/federal regulatory agencies; including safety requirements, agency policies and procedures, through utilization of systems to ensure compliance with all standards.
- Actively practice concepts established in safety training, policies, and procedures to promote a safe, clean working environment.
- Perform other duties/tasks as needed and/or assigned.

QUALIFICATIONS:

- High school diploma plus two (2) years billing experience required. Basic understanding of financial statements and accounting entries related to billing, revenue recognition, and Accounts Receivable.
- Ability to understand, prepare, and recommend adjusting journal entries, as needed.
- At least two (2) years of billing and Accounts Receivable experience. Experience with DHS or Medicaid billing is a plus.
- Excellent verbal and written communication skills.
- Excellent research and problem solving skills.
- Employee is required to remain compliant with all state/federal, position, agency, accreditation, and funding source training/licensing requirements, including but not limited to CPR/First Aid post hire.
- Employee is required to possess the skill and ability to utilize all applicable technology and computer programs related to his/her position.

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JOB OPENING

SERTOMA CENTRE, INC.
4343 West 123rd Street
Alsip, IL 60803

POSITION TITLE: Associate Director of Finance and Information Technology

POSITION REPORTS TO: Executive Director

POSITIONS SUPERVISED: Accounting Manager, Consumer Account Analyst, Payroll Coordinator, Accounts Receivable Supervisor

POSITION SUMMARY:

The Associate Director of Finance and Information Technology reports to the Executive Director. This position oversees the financial operations of Sertoma Centre to ensure the reliability and accuracy of the organization's financial records. This includes financial controls, analysis, forecasting, budgeting, reporting, compliance, procurement, and overseeing the day-to-day accounting function and IT. The Associate Director of Finance will work collaboratively with the other members of the Sertoma Centre Management Team to ensure success of the organization. We are seeking candidates who are highly motivated, compassionate, and dedicated to our mission to provide opportunities that empower individuals with disabilities to achieve personal success.

POSITION RESPONSIBILITIES:

- Assess and evaluate the overall financial performance of the agency with regard to short-term and long-term operational goals, budgets, and forecasts; provide insight and recommendations to Executive Director.
- Develop and implement effective systems, policies, and procedures for agencywide accounting and financial operations.
- Generate and establish yearly financial objectives that align with Sertoma Centre's strategic plan.
- Deliver fiscal projections and develop annual operating budget for the agency and related entities.
- Oversee the timely preparation and communication of financial statements; and, timely filing of tax returns.
- Serve as key point of contact for all auditors; responsible for preparation for year-end analyses and coordination of audit.
- Ensure the proper functioning of all accounting systems, databases, and financial software.
- Oversee cash management, Accounts Payable, Accounts Receivable, and Payroll.
- Responsible for the overall administration of the agency computer network and the purchase, development/implementation, and maintenance of computer hardware/software. Serve as liaison with IT vendors to meet agency needs.
- Assist in administration of insurance programs of the agency and recommendation of insurance requirements and policies which meet both staff and budget needs.
- Procure and maintain non-monetary assets.
- Attend Board and Finance Committee meetings; serve as liaison and assist the Treasurer of the Finance Committee of the Board with the maintenance of records required for control of assets.

QUALIFICATIONS:

- Bachelor's Degree in Accounting required; Master's in Accounting, MBA, and/or CPA preferred.
- Minimum of six (6) years of work experience, including experience in managing all accounting functions and systems.
- Minimum of five (5) years' experience in managing and supervising staff and multiple aspects of the accounting and financial functions of a company/agency. Experience in not-for-profit agency desired.
- Successful experience in working in a highly organized, goal-directed team environment. Ability to adapt to change while managing multiple demands.
- Effective communication skills, both written and verbal, with ability to relate to others effectively.
- Effective leadership, supervisory, and organizational skills.
- Employee is required to remain compliant with all state/federal, position, agency, accreditation, and funding source training/licensing requirements, including but not limited to CPR and First Aid post hire.
- Employee is required to possess the skill and ability to utilize all applicable technology and computer programs related to his/her position. High proficiency in use of computers in the accounting/financial functions. Knowledge and experience with Computer LAN administration preferred.

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JOB OPENING

**SERTOMA CENTRE, INC.
4343 West 123rd Street
Alsip, IL 60803**

POSITION TITLE: Accounts Receivable Supervisor
Full-Time

POSITION REPORTS TO: Associate Director of Finance & IT

POSITIONS SUPERVISED: CMHC Billing Coordinator
Transportation Billing Coordinator

POSITION SUMMARY:

The Accounts Receivable Supervisor is responsible for the supervision of all aspects of the Accounts Receivable function to ensure the timely completion of all billing, application of cash receipts, and monitoring of the Accounts Receivable Aging to ensure follow-up and adjustments are completed timely to reduce the write-off of uncollectible invoices.

POSITION RESPONSIBILITIES:

- Select, train, supervise, and evaluate direct report staff, including annual job description review, to ensure effective performance within the guidelines of agency policies and procedures.
- Provide supervision and specific direction to billing staff and manage day-to-day activities, including billing, collections, court of claims, and cash receipts for all billing activities including DHS, HFS Medicaid, Managed Care insurance billing, and transportation billing.
- Review AR Aging Report to ensure follow-up for payment is conducted timely on all accounts. Provide guidance to billing staff to ensure timely resolution of billing discrepancies, rejections, and non-payments on all accounts.
- Review program changes which affect billings. Provide direction to program staff and ensure that processes are revised for program changes and all needed Finance staff are informed of planned changes.
- Review DHS billing rejections, interpret reports, and follow-up with agency personnel for error corrections.
- Perform collection duties on delinquent accounts, including collection letters, phone calls, and court of claims filings for all accounts.
- Prepare and/or oversee the monthly CMHC Revenue By Payer and Program Report to be used in calculating the CMHC Payer invoices and revenue recognition in MIP.
- Prepare and/or oversee the monthly ROCS download report to be used in the recording of monthly revenue recognition in MIP.
- Work with Associate Director of Finance and IT on Accounts Receivable write-offs.

QUALIFICATIONS:

- Bachelor's Degree in Accounting is required (High school diploma and five (5) years healthcare billing will be considered in lieu of Bachelor's Degree.). Basic understanding of financial statements and accounting entries related to billing, revenue recognition, and Accounts Receivable.
- At least five (5) years of healthcare billing and Accounts Receivable experience. Experience with DHS, Medicaid, and Managed Care Insurance billing preferred.
- At least two (2) years of supervisory experience in healthcare billing and reimbursement.
- Ability to understand, prepare, and recommend adjusting journal entries, as needed.
- Excellent verbal and written communication skills.
- Excellent research and problem solving skills.
- Employee is required to remain compliant with all state/federal, position, agency, accreditation, and funding source training/licensing requirements, including but not limited to CPR/First Aid post hire.
- Employee is required to possess the skill and ability to utilize all applicable technology and computer programs related to his/her position.

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