

SSSC Exercise 3
Coordinator Self-Assessment Page 2-13

<i>Activity, Knowledge, Ability</i>	<i>I do it</i>	<i>OK</i>	<i>Great!</i>	<i>I want improvement</i>	<i>Priority</i>	<i>Date</i>
• Conduct initial orientations and intake interviews						
• Assess the skills, abilities, needs, resources of families						
• Identify realistic goals and develop the tasks and milestones to accomplish goals						
• Identify and coordinate resources and services needed by the family						
• Monitor and document the family’s progress to goals in the ITSPs						
• Complete and transition the relationships of the SS participants						
• Effective interpersonal communication:						
– Interviewing techniques						
– Active listening						
– Problem solving/decision making						
– Goal setting						
– Group dynamics						
– Negotiation						
– Collaboration						
• Utilize assessment tools						
• Understand the needs of at-risk and specific populations						
• Know labor market and turnover rates						
• Know career and lifelong learning issues						
• Use crisis-, stress-, and time-management techniques						

Self-Sufficiency Service Coordination

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• Have cultural and social competencies						
• Know social service programs, regulations and laws						
• Use referral and advocacy techniques						
• Know social, community and employment programs, resources, services						
• Use motivation and learning theory and techniques						
• Know case management documentation and record-keeping systems						
• Know outcome evaluation						
• Establish trust						
• Build rapport						
• Gather information to accurately describe values and perceptions						
• Accurately describe values and perceptions						
• Accurately assess multiple needs						
• Prioritize multiple needs						
• Develop realistic goals based on needs						
• Write and communicate concise and comprehensive goal plans						
• Identify and maintain available resources						
• Accurately match needs to resources						
• Make referrals to resources						

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<ul style="list-style-type: none"> Facilitate ongoing accomplishment of goals through person/group centered problem solving using group-specific learning, motivation, and coaching techniques 						
<ul style="list-style-type: none"> Evaluate effectiveness of ITSPs and redevelop plans, if needed 						