Day to Day: Ethics in Service Coordination

Presented by Terrill Bryant & Kay Quatroche
Sponsored by AHEPA Management Company

October 15, 2020, 2:00 - 3:30 pm
$35, 1.5 Continuing Education Units

As a Resident Service Coordinator, it is important to know how to manage ethical dilemmas that may arise in your day to day activities. This session will cover what ethics and ethical dilemmas are, how you can identify them when they arise, and how to make an action plan to manage these situations successfully. Attendees will leave the session confident in their professional practices.

Level: Beginner/Intermediate
Track: Elderly/Disabled, Family & Youth, Professional Development & Supervisory/Management
Format: Lecture, Interactive, Q&A, Group Work
HUD Category: Ethics in Service Coordination (Required Ongoing Training Area)

Terrill Bryant
Terrill Bryant has a Bachelor of Science degree in Health Administration from Auburn University. She is a Quality Assurance Manager with AHEPA Management Company. Terrill has worked in the social services field for over 15 years. She owned and operated Gulf Coast Support Coordination in Pensacola, Florida where she assisted individuals with developmental disabilities to live as independently as possible. She also was the Service Coordinator for AHEPA Management Company where she assisted seniors to age in place. Terrill serves on the Board of Directors for Spero Therapeutic Riding and teaches horseback riding to children and adolescents with emotional and/or developmental challenges.

Kay Quatroche
Kay Quatroche joined AHEPA Management Company in 2014 as a Quality Assurance Manager who focused on developing the company’s online training services for Service Coordinators and the Quality Assurance for Service Coordination. She became the Director of Service Coordination in May, 2019 and she and her team of five QA Managers oversee approximately 100 Service Coordinator’s Quality Assurance and training. The department continues to grow adding contracts for Quality Assurance and new hiring and ongoing training for Service Coordinators. Her educational background includes a M.B.A., B.A. in Psychology, B.A. Advertising, and a B.F.A.

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