



## **SUPPORT COORDINATOR (THE NEXT STEP)**

**Reports to:** Director of Support Coordination and Senior Support Coordinator

**FLSA:** Non-Exempt

**Starting Salary:** \$16.83/hour

Approximately \$35,000 - \$47,257 annually

### **DEFINITION**

This is a professional case management work in a comprehensive purchase-of-service and community placement program for persons with developmental disabilities. **This description may not include all the duties, knowledge, skills, or abilities associated with this position.**

### **ESSENTIAL RESPONSIBILITIES AND DUTIES**

Manage a diverse caseload of moderate size and complexity.

Interview individuals, their families, and other responsible parties. Assist in completing necessary documents. Collect basic data and obtains appropriate additional information from other agencies. Participate on the inter-disciplinary team to review each case

Prepare and complete case notes, quarterly reviews, annual reviews, service monitoring and any other required reports concerning the individual service plan in accordance to Department of Mental Health (DMH) guidelines, Medicaid regulations and Abilities First policy

Complete all required documentation (plans, waiver paperwork, service monitoring, etc.) in a timely manner following DMH regulations, Medicaid guidelines, Abilities First policy, and all applicable regulatory requirements

Complete logging documentation to support billing for Targeted Case Management on a daily basis. Average 117.5 direct service hours per month, 1410 hours minimum required per year.

Maintain individual state record in accordance with DMH and Medicaid guidelines

Facilitate the interdisciplinary team's development of the Individual Service Plan for each individual served

Attend interdisciplinary team meetings to discuss individuals' eligibility, service plan, progress, and possible changes in supports or services

Prepare service authorizations and arrange for individuals to access services

Monitor services to ensure that the terms of the authorization are being fulfilled by the contracted providers, to check on quality of services, and to review individual progress according to the state service-monitoring directive

Develop goals and outcomes with each individual recognizing and identifying changing his/her wants and needs. Identify any available natural supports. Provide information about appropriate community resources. Continuously assess supports in place for the individual and ensure they are effective toward supporting the individual to reach his/her goals as identified in the Individual Service Plan

Collaborate with Utilization Review Committee (URC) to obtain funding for needed services that cannot be met using natural supports

Maintain contact with every individual on caseload as per DMH guidelines. This includes monthly face-to-face visits and completion of monthly Service Monitoring according to DMH guidelines with all individuals in Community Placement

Meet face-to-face with individuals on caseloads that Abilities First serves. Verify documentation of personal plan and services with the contracted provider.

Review provider documentation including daily progress notes (provider summaries) and service authorizations that result in provider billing for accuracy of services authorized

Provide progress reports and advise individuals, their families, and other responsible parties

Visit service agencies, attend meetings, and confer with senior staff to become informed concerning community resources for persons with developmental disabilities

Review literature and confer with senior staff concerning theories and practices in the fields of social work, psychology, special education, and health care for persons with developmental disabilities

Attend all relevant trainings and in-services as required by Abilities First and DMH

Conduct individual assessments on a limited basis involving the use of specialized knowledge and applications associated with a specific discipline such as social work, psychology, special education, counseling, health care, or occupational therapy

Prepare and maintain accurate expenditure records for individuals in accordance with the Individual Service Plan budgets

Be available to handle emergency situations with individuals as needed in accordance with Abilities First Policy and state regulations (i.e. abuse/neglect, mandated reporting, on-call, etc.). Support Coordinators are mandated reporters.

Office space will be provided; however, working outside of the office is permitted when approved by the Director of Support Coordination.

Attend staff meetings concerning new or revised policies and procedures and implement new information accordingly

Light lifting required. Extensive sitting

Perform other related work as assigned

Reasonable accommodations may be made to enable individuals with disabilities to perform essential job duties

Some travel required

### **KNOWLEDGE, SKILLS AND ABILITIES**

Intermediate knowledge of a specific discipline such as social work, psychology, special education, counseling, health care, or occupational therapy

Introductory knowledge of case management methods, principles, and techniques

Introductory knowledge of various developmental disabilities and corresponding vendors and services available for individuals

Introductory knowledge of interviewing methods, principles, and techniques

Ability to manage a caseload of individuals with developmental disabilities, to keep service plans current, and to maintain accurate records

Ability to collect and analyze information to make decisions concerning an individual's service plan

Ability to identify potential abuse and neglect situation and follow protocol according to all applicable regulatory requirements

Ability to quickly assess and evaluate crisis situations and problem solve with other parties involved to resolve conflict in a healthy positive manner.

Ability to develop a logical, feasible, and practical service plan for individuals with developmental disabilities

Ability to evaluate the progress of individuals and the quality of their service programs

Ability to identify potential abuse and neglect situation and follow protocol according to all applicable regulatory requirements

Ability to communicate effectively orally and in writing

Ability to work in a professional manner within the Board structure and with outside agencies, organizations, contracted providers, schools, advocates, families, and the individuals we support

Establish clear and courteous lines of communication with persons receiving services, families, service providers, and outside agencies.

Establish effective working relationships with co-workers and the public

Present a positive image of the Board to the public

Demonstrates professional work ethic

Ability to complete work within the specified timelines and in an accurate manner

Maintain a positive attitude

Maintain an ethical approach to all circumstances

Ability to return calls and emails within 24 hours, unless the situation has been cleared with a supervisor

Ability to dress appropriately for the situation. Professional dress or business casual is required at the office

Be punctual

Ability to bend, sit, stand, and stoop

Must be able to pass a background screening

Must have a valid Missouri driver's license, reliable transportation, an acceptable driving record, and auto liability insurance that meet the requirements set by Abilities First.

Must be able to drive locally for work-related assignments

## **EXPERIENCE AND EDUCATION**

A Bachelor's degree from an accredited college or university with a minimum of 24 earned semester hours or 36 earned quarter hours in one or a combination of human service field specialties.

AND

One or more years of professional experience as a Registered Nurse or in social work, special education, psychology, counseling, vocational rehabilitation, physical therapy, occupational therapy, speech therapy, or a closely related area or providing direct care to people with developmental disabilities.

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