

Adair County SB40 Developmental Disability Board
Job Description for
Service Coordinator I

Position Overview:

The Service Coordinator I is responsible for managing a multifaceted caseload of moderate size (target size is 30-35 consumers). He/she functions as a lead person in planning, linking and monitoring services and supports for individuals with developmental disabilities and their families. The caseload management requires the utilization of all community agencies and resources serving those with a developmental disability, as well as other governmental and community resources available to all citizens. The Service Coordinator I works closely with the DSC / ADSC determine the proper treatment(s) or support(s) to link to and coordinate for individuals, on assigned caseload. The Service Coordinator will also work closely with the Director of Service Coordination in determining program needs, identifying new services, evaluating existing programs, and coordinating service delivery. Work schedule will be flexible to meet the needs of the individuals/families served.

Reports Directly To:

Director of Service Coordination (DSC)

**Also indirect report to Assistant Director of Service Coordination (ADSC)*

Direct Supervising Responsibilities:

None

Classification:

Non-Exempt

Minimum Age:

21 years

Minimum Qualifications:

This is an entry level position; employee has minimal or no experience as a Targeted Case Manager for persons with intellectual / developmental disabilities. A Registered Nurse license; or a Bachelor's degree from an accredited college or university. Exhibit the ability to acquire the knowledge, skills and attitudes associated with the Support Coordination Core Competencies within one year. (Attachment A)

Preferred Qualifications:

One or more years of experience in providing direct care to people with developmental disabilities.

Job Duties *(The following examples of job duties are not intended to be all inclusive. Any one position will require that the staff member be prepared to perform any other related work as assigned.)*

Key Result Area #1: Advocate on behalf of individuals with intellectual / developmental disabilities on the assigned caseload.

I will achieve performance standards when:

- Interviews participants, families, and other responsible individuals necessary to determine the appropriate services/supports needed.
- Conducts assessments to determine or document strengths, limitations, risks, health needs, eligibility for certain programs, and level of care required.
- Develops, in cooperation, with the individual, family, and provider agencies, an appropriate person-centered Individualized Support Plan for each individual, and meets with individual and/or families or guardians regularly to monitor for any changes needed to the plan.
 - *Goal: Final version of the ISP will be submitted for utilization review 45 calendar days prior to the due date, without need for corrections or errors, 90% of the time.*
- Authorizes services for client treatment and arranges for services to begin.
- Monitors services by providers to insure that the terms of the authorization are being fulfilled, that services meet specified criteria for quality, and that progress toward specified goals and objectives is being made.
- Ensures that all civil and human rights are upheld for each individual served.
 - The individual/guardian receives information annually on individual rights without limitations.

- Reviews all monthly, accident, incident, and other reports relating to the individual served and acts accordingly to such reports.
 - Reports concerns regarding service delivery in IQMFD notes input immediately as circumstances require.
 - Follows up and responds to all IQMFD notes within required timelines.
- Individuals are provided choice of services and service providers.
- Has direct contact with all individuals assigned on the caseload each month and monitors residential services and other services per requirements of TCM contract.

Key Result Area #2: Support persons with intellectual / developmental disabilities and their families in a manner consistent with state and national policies and practices.

I will achieve performance standards when:

- Meets or exceeds specified timelines and goals for logging, completion of plans, monitoring and reviews.
- Ensures compliance with state and federal safety, licensure, funding and accreditation standards.
- Records are maintained and up to date for each individual receiving service coordination.
- Individualized Support Plans are prepared according to State guidelines and TCM Contract requirements.
 - The ISP authorizations are signed by all necessary signors prior to the implementation of the plans.
 - The ISP's contain information on how the service was needed to meet the need of the individual.
 - The ISP's are all updated annually with required components, or when warranted by changes in the individual's needs.
 - Provider implementation of the ISP are reviewed monthly and quarterly per guidelines.
- Required applicable annual assessments are completed accurately and timely, including but not limited to the health inventories, LOC and MOCABI.
 - *Goal: Levels of Care (LOCs) are accurately entered into CIMOR prior to implementation date 100% of the time.*
- The process is followed for individual moves, per Individual Moves and Portability of Funds Policy.
- Reports and follows up on abuse, neglect and death inquiries or investigations

Key Result Area #3: Maintain documentation, client records and data in case management tracking systems which are accurate, timely and reliable. Adheres to all organization policies and practices.

I will achieve performance standards when:

- Ensures accuracy of information entered in the Division's individual Information Management System (IMS). Assures databases, state records and computer systems (i.e. SETWorks and CIMOR) are kept accurate for each individual.
 - *Goal: Client records are accurate and complete after QA review and remediation 90% of the time.*
- Assures confidentiality of all information maintained for any individual served. Reports all HIPAA breaches to the DSC / ADSC.
- Ensures that accurate, complete and legible case notes are logged into State IMS for each service provided.
 - *Goal: Averages 70% of actual working hours on direct client activities, documented as billable and non-billable hours each month.*
- Ensures logging for documentation of services include all required information.
 - *Goal: Each encounter is logged no more than three (3) working days of date from the event taking place, with no remediation, an average of 90% of the time.*
- Detailed monthly documentation is maintained as evidence that service monitoring is completed timely for each person assigned, within the requirements of the State guidelines.
- Serves on a regular on-call rotation to answer after-hours phone calls and relay messages as needed.

- Ensures compliance with all agency policies and procedures.
- Maintains accurate TCM records and files, both written and electronic.
- Maintains accurate expenditure records and time/leave records.

Key Result Area #4: Monitors individualized client services, programs and personal utilization of community resources continuously seeking opportunities for improvement of quality of life.

I will achieve performance standards when:

- Develops, implements and maintains person-centered planning that results in integrated and comprehensive plans that reflect strengths, interests, needs, and desired outcomes of people in all areas of their lives. (ex. Missouri Quality Outcomes, Tools of Choice)
- Works with individuals and providers to develop new objectives or modify existing objectives to improve the goals, effectiveness and/or quality of supports and services.
- Service monitoring is completed and submitted by day 4 for all individuals assigned per caseload, assuring that services are being provided for each individual.
 - *Goal: Service monitoring is completed satisfactorily and submitted by day 4, 95% of the time.*
- Initiates the Utilization Review process for each individual served, assuring that the policy is followed according to deadlines, that requests meet the needs of the individuals served, that budgets and required documentation are completed accurately and timely.

Key Result Area #5: Actively participate in training and educational opportunities to continuously grow knowledge and understanding of community resources, disability issues and the best practices to assure quality services to the individuals served by the organization.

I will achieve performance standards when:

- Supports the mission, vision and values of the organization.
- Seeks to improve knowledge, skills, and abilities through active participation in regular meetings and training opportunities.
- Required trainings are completed with a passing score annually including Abuse/Neglect, Harassment, HIPPA and other trainings completed within required period as assigned by supervisor. *Goal: 100%*
- Works in cooperation with DSC / ADSC, Quality Assurance Specialist (QAS) and other service coordinators to share resources, generate solutions to specific problems for individuals served, undergo/discuss/implement trainings on regulations, policies and procedures, remediate errors and performance issues, etc.
- Works closely with the QAS to assure that all issues discovered during logging and file audit reviews are responded to, corrected and / or remediated immediately.
- Actively participates in monthly review of benchmark performance data collected by the DSC / ADSC and QAS, and works proactively to correct any identified exceptions to goals.
 - Seeks knowledge and understanding in areas identified as need for improvement.
- Represents the agency at local, state, and national meetings/conferences/ professional organizations.
- Participates in annual consumer satisfactions surveys and an annual employee performance evaluation.
 - *Goal: Averages a score of 4 out of 5 in satisfaction surveys received.*

Essential Job Functions

To fulfill the essential job functions for this position, the applicant must have the following:

- Service coordinators must consistently pass Family Care Safety Registry background checks with no record of felony convictions, drug convictions, or convictions of crimes against persons.
- Must have valid Missouri driver's license and auto liability insurance. Must be able to transport themselves to and from the office, individuals' homes, and a variety of other sites across the State as needed to perform job related duties.
- Exceptional professional ethics.

- Above average interpersonal skills, communication skills, both spoken and written and to work well as part of an interdisciplinary team.
- Strong critical thinking / problem solving skills including self-direction, time management and organizational planning skills.
- Manage a full caseload of 30-35 individuals with demonstrated ability to prioritize personal and professional schedules to meet needs of those individuals and to meet required deadlines for specific tasks.
- Compliance with all organization contractual service obligations and demonstrated ability to learn, retain and implement a multitude of federal, state and organizational regulations and policies.
- Able to meet with individuals and families in a variety of conditions and environments, some of which may include homes with pets, smokers, and varying degrees of cleanliness.
- Ability to utilize multiple computer formats and systems in the performance of the job. Proficiency in word processing, excel, publishing and presentation software.
- Ability to manage and coordinate multiple projects simultaneously in a fast-paced environment, adapt to change quickly and be able to respond professionally to unanticipated interruptions and crises.
- Light lifting required, extensive sitting, some travel required.
- Reasonable accommodations may be made to enable individuals with disabilities to perform essential job duties.

Personal Presentation and Initiative:

- Demonstrates compassion, advocacy, flexibility, problem solving and self-driven work ethic.
- Abides by all policies and procedures of the organization.
- Exercises good judgment and discretion.
- Seeks to evaluate suggestions and respond to criticisms objectively.
- Seeks to improve knowledge, skills and abilities through active participation in regular training opportunities.
- Actively participates in regular performance evaluations.
- Dress and manner are consistent with insuring a safe, clean and professional working environment.

Employee's Signature

Date

Supervisor's Signature

Date

Human Resources Representative

Date