



**JOB TITLE:** DIRECTOR OF SUPPORT COORDINATION  
**FLSA STATUS:** Exempt  
**STATUS:** Full-Time  
**REPORTS TO:** Assistant Executive Director of Operations

## PRIMARY PURPOSE OF JOB

This is responsible, professional work in providing support for multi-disciplinary case management teams. Works closely with Senior Support Coordinators of teams and team members to ensure that individual treatment plans are developed, and services are purchased or procured for the clients. Performs an ongoing process of monitoring and assessment of the quality, timeliness, and completeness of documents, services, and records. Acts as a liaison between The Next Step and the Springfield Regional Office.

**This description may not include all of the duties, knowledge, skills, or abilities associated with this position.**

## ESSENTIAL FUNCTIONS AND PERFORMANCE AREAS

### General Duties and Responsibilities

- Responsible and accountable for every aspect of The Next Step's targeted case management program.
- Plan, coordinate and supervise the work of Support Coordination teams, make caseload assignments, and evaluate and support the work of the Support coordinators and Sr. Support Coordinators in Greene County.
- Plan, coordinate, and supervise the work of the Senior Administrative Assistant, the Administrative Assistant/Support team, the Document Imaging Team, and the Community Support Services Team.
- Collaborate with RO Directors, TCM (Targeted Case Managers) Directors and Support Coordinators on region-to-region transfers into and out of The Next Step TCM areas in accordance with DMH directive.
- Participate in interviews when new Support Coordinators are hired.
- Develop, write, and enforce plans of correction when Support Coordinators are not meeting performance expectations that could result in termination from employment with The Next Step.
- Ensure the accuracy of training records for all Support Coordinators to include new Support Coordinator training and ongoing training for all Support Coordinators, including Knowledgebase on Sharepoint.
- Work with Human Resources Manager to ensure that all personnel processes are being followed correctly through the hiring, evaluating, plan of correction, and termination processes.
- Work with Senior Support Coordinators and Assistant Directors of Support Coordination to establish and monitor quality assurance for all aspects of case management.
- Monitor the development and implementation of treatment plans; review and approve individual treatment plans and assess treatment needs. Assist Support Coordinators and other interdisciplinary team members in developing solutions for consumer issues as they arise. May verify support coordination, provider services authorized, and documentation that reflects services authorized that result in provider billing.

- Ensure that all TCM personnel report suspected abuse and/or neglect and serious events in accordance with Suspected Abuse/Neglect and Serious Event notification process.,
- Oversee state records and processes and procedures. May conduct periodic review of official state records that represents a sampling from each The Next Step Support Coordinator for quality assurance and compliance guidelines.
- Oversee that all audit submissions are complete and sent within requested timelines.
- Review or direct the reviewing of case notes to verify the consistency and accuracy within Missouri Health Net Medicaid guidelines. May meet with the Support Coordinator to review documentation.

Monitor and report in monthly scorecard TCM rate of LOC and ISP compliance in accordance with Medicaid Waiver requirements.

- Complete annual casenote review of Senior Support Coordinators and enter into CIMOR data central reporting system.
- Complete quarterly DMH Individualized Support Plan Reviews and enter information into CIMOR database system.
- Meet with Senior Support Coordinator's weekly to maintain communication of information that should be relayed to Support Coordinators in team meetings.
- Ensure all case managers are in compliance with targeted case management regulations and statutes including but not limited to Medicaid Waiver requirements, service monitoring guidelines, and abuse/neglect and mandated reporting standards.
- Hold meetings with Support Coordinators to ensure consistency, timeliness, and quality of services provided to individuals with developmental disabilities.
- Develop, implement, and monitor quality assurance processes and procedures with all staff to ensure quality assurance tracking systems are accurate and consistent with consumer plan information, including service monitoring by PCP reviews.
- Conduct comprehensive satisfaction survey on the case management program at least annually for all Support Coordinators.
- Work with Senior Support Coordinators to review individual records and quality assurance databases.
- Maintain system of communication and constant feedback with management staff at Abilities First and develop necessary training from data indicating any deficiency in Best Practice.
- Form and implement strategies (such as individual and group trainings) to address areas of concern and to ensure processes for continuous improvement within The Next Step.
- Provide weekly and monthly support coordination scorecards to Executive Director.
- Be available to handle emergency situations with individuals as needed.
- Be on-call 24/7 for significant events (as defined by DMH) reported to the on-call service after hours. Cover the on-call duties for Senior absences.

- Oversee on-call contracts , keeping contract current and maintaining communication with on-call service regarding any questions in service. Update on-call policies, processes, and schedule of on-call rotation among Sr. Support Coordinators and Assistant Directors of Support Coordination.
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- Attend statewide DMH meetings and work groups as well as local Springfield Regional Office meetings; act as a liaison between The Next Step, DMH and SRO.
- Meet and work with TCM Technical Assistance Coordinator from SRO stay updated on DMH requirements and information required for TCM reviews.
- Supervise the URC committee and process ensuring that The Next Step URC is following regulations, DMH Directive, and CSR regarding approval of Individualized Support Plans.
- Track PFH and SB40 respite participants and authorizations. Also, ensure that individuals receiving services in those programs meet eligibility requirements for programs. Provide monthly updates as to the usage in the monthly Director's report.
- Responsible for the tracking system to record and categorize all budgeted expenditures for individuals to whom Abilities First provides TCM.
- Attend TCM and PASS meetings to stay current on changes within the DMH and TCM systems and discuss The Next Step services.
- Monitor changes in State and Federal regulations and directives and develop and implement any necessary trainings with Abilities First staff.
- Update and implement policies and processes pertaining to Support Coordination: EMT, on-call, abuse/neglect, service monitoring, logging, overtime, vacation/sick, transfers, discharges, and intakes.
- Approve or disapprove of overtime pay for Support Coordinators based on situation.
- Interpret CARF accreditation standards and ensure that all related to TCM activity are implemented. Actively facilitate the consistent updating of policies, procedures, and forms through a scheduled review process.
- Attend staff meetings concerning new or revised policies and procedures and implement new information accordingly.
- Process all discharges in accordance with discharge policy and DD guidelines.
- Light lifting required. Extensive sitting.
- 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 have either a reliable broadband internet service provider or hard-wired (no cell/satellite) high speed internet with internet speed at *no less than 15 mbps* in order to work remotely from home with provided laptop and office equipment.

- Perform other related work as assigned.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Extensive knowledge of case management methods, principles, and techniques in regard to treatment services
- Extensive knowledge of the developmental disabilities represented in the program and of the type of vendors and services that are available.
- Thorough knowledge of statutes, administrative rules, and regulations relating to the operation of the program.
- Considerable knowledge of the behavioral sciences and allied disciplines involved in the evaluation, care, and training of persons with developmental disabilities.
- Thorough knowledge of applicable regulations including Medicaid Waiver, Targeted Case Management, DMH/DDD.
- Thorough knowledge of person-centered and family-centered philosophy.
- Ability to plan, coordinate, supervise, and evaluate the work of a multi-disciplinary treatment team.
- Ability to communicate effectively orally and in writing.
- Ability to identify potential abuse and neglect situation and follow protocol according to all applicable regulatory requirements.
- Ability to establish effective working relationships with co-workers and the public.
- Ability to bend, sit, stand, and stoop.
- Demonstrate professional work ethic.

## **CORE COMPETENCIES**

- Adaptability – Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.
- Continuous Improvement – Originating action to improve existing conditions and processes; identifying improvements opportunities, generating ideas, and implementing solutions.
- Contributing to Team Success – Actively participating as a member of a team to move the team toward the completion of goals.
- Decision Making – Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.
- Engagement Readiness – Demonstrating a willingness to commit to one's work and to invest one's time, talent and best efforts in accomplishing organizational goals.
- Planning and Organizing – Establishing courses of action for self and others to ensure that work is completed effectively.

- Quality Orientation – Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.
- Technical/Professional Knowledge and Skills – Having achieved a satisfactory level of technical and professional skill or knowledge in position-related area; keeping up with current developments and trends in area of expertise.
- Leadership Disposition – Demonstrating the traits, inclinations, and dispositions that characterize successful leaders; exhibiting behavior styles that meet the demands of the leader role.

## EDUCATION, TRAINING AND EXPERIENCE REQUIREMENTS

- Bachelor’s Degree in social work, psychology, or related field with at least five years of experience working with individuals with developmental disabilities, of which at least three years must have been as a member of a multi-disciplinary treatment team.
- Management experience preferred.

## PHYSICAL CONTEXT AND WORK ENVIRONMENT

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

Physical Requirements	Percentage of Work Time Spent on Activity			
	0-24%	25-49%	50-74%	75-100%
<b>Seeing:</b> Must be able to see to read documents/reports and focus on computer for an extended period.				X
<b>Hearing:</b> Must be able to hear well enough to communicate with coworkers and general public.				X
<b>Sitting:</b> Must be able to sit for long periods of time.				X
<b>Standing/Walking:</b> Must be able to move about the work area.	X			
<b>Climbing/Stooping/Kneeling:</b> Must be able to stoop or kneel to pick up items off the floor and filing in a bottom drawer file cabinet.	X			
<b>Lifting/Pulling/Pushing:</b> Must be able to lift 20 pounds with or without reasonable assistance.	X			
<b>Driving:</b> Must be able to drive locally for work-related assignments.	X			
<b>Grasping/Feeling:</b> Must be able to type, handle documents, and use equipment and electronic devices.				X

- The work environment is usually a well-lighted, environmentally controlled indoor environment with moderate level of noise.
- Works in an office environment with the option for some remote work
- Abilities First offers a flexible schedule and relaxed environment

*The statements herein are intended to describe the general nature and level of work being performed but are not to be seen as a complete list of responsibilities, duties, and skills required of personnel so classified. Also, they do not establish a contract for employment and are subject to change at the discretion of the employer.*

Employee Signature

Date

Revised 11-12-14; 2/3/15; 2-1-16; 1-26-17; 6-6-17; 3-29-18; 1-18-19; 8-23-19; 12-9-19; 10-5-20; 12-8-20; 04-22-2021; 11-9-21; 07-14-2022