



Job Title: Assistant Director of Support Coordination – Quality Assurance

FLSA Status: Exempt

Salary Range: \$52,645 - \$73,703 annually

Reports to: Director of Support Coordination

### **PRIMARY PURPOSE OF JOB**

This highly responsible position will oversee the quality of services provided by Support Coordinators within The Next Step Targeted Case Management (TCM) program. This position will help to ensure that Support Coordination records and billing meet Centers for Medicaid and Medicare Services (CMS) waiver assurances as well as ensuring that all rules and regulations outlined in the DMH TCM contract agreement are met. This position is responsible for monitoring the quality of work completed by Support Coordinators, including, but not limited to, Individual Support Plans, Support Monitoring, and logging. This position is also responsible for ensuring that The Next Step complies with all CMS and DMH audit requests and timelines. This position will monitor the quality, timeliness, and quality of documents, services, and records while mentoring Support Coordinators in a supportive and positive environment.

**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

- Under the direction of the Director of Support Coordination, work with Senior Support Coordinators, Mentors, Support Coordinators, and the Administrative Team to collect information regarding The Next Step's compliance with CMS Waiver Assurances, DMH, and Abilities First guidelines. Share information with Director of Support Coordination and the Senior SCs regarding areas which may need enhancement, be out of compliance, or are exemplary.
- Ensure all Annual Plans, Plan Amendments, Individual Support Plan Monitoring Provider Monthly/Quarterly Reviews (Service Monitoring's), IQFMD/ APTS, LOCs, assessments, and Health Inventories and Health Inventory Action Plans are completed and resolved within mandated timelines.

- Communicate compliance issues to Senior Support Coordinators and Director of Support Coordination. Develop and implement plan for improvement.
- Develop and maintain internal Quality Assurance processes and systems.
- Work with Senior Support Coordinators to ensure all SCs are on track to meet Service monitoring, ISP, and logging requirements. Review 72-hour Case Notes and verify 72 Hour Policy is being followed.
- Routinely audit records of supported individuals to ensure all records contain required documents to meet all requirements, including but not limited to CMS Waiver Assurances and DMH requirements and meet required timelines. Notify Director of Support Coordination and Senior Support Coordinators of the results.
- Routinely audit Support Coordinator log notes to ensure they are coded accurately and meet Medicaid requirements, notifying Director of Support Coordination and Senior Support Coordinators of results.
- Routinely review Person Centered Support Plans to monitor for quality, according to established guidelines. Responsible for quarterly ISP review submission with approval of Director of Support Coordination as well as TCM review records.
- Routinely provide written Quality Assurance Reports to the Director of Support Coordination based on trends resulting from quality assurance audits.
- Review and/or update Quality Assurance Plan and QA database systems as needed.
- Complete DMH, CMS, MMAC audits and TAC reviews within given timelines, ensuring compliance, with approval from the Director of Support Coordination before submission.
- Maintain current knowledge of CMS Waiver Assurances and other regulations regarding support coordination requirements. Review literature, websites, and attend professional trainings to maintain compliance updates.
- Work with Support Coordinators and Employment Specialists to ensure that all individuals served have plans that support employment and that Support Coordinators are trained in facilitating employment opportunities.
- Complete QA Team spotlight tool on one team per month and notify Director of Support Coordination of any areas of concern to develop a plan of improvement.
- Maintain Sharepoint SC Knowledgebase to ensure compliance with TCM contract requirements and Abilities First policies and processes.
- Provide assistance to Senior team and assist in reading the first 3 months of plans written by new Support Coordinators following training period (first 90 days) when they have full caseload. Work with the Senior Support Coordinator and Assistant Director of Training regarding any areas of needed improvement to meet waiver requirements and ISP guidelines.
- Participate in Due Process Committees, both with ARC and the Springfield Regional Office. Ensure that The Next Step ISPs meet DMH Due Process requirements.
- Train each Senior in the implementation of QA processes and ensure they follow the frequency as prescribed.
- Update the Senior QA processes and frequencies as needed with the Director of Support Coordination.

- Meet monthly with Seniors regarding Jarvis and Cimor Data Central reports ensuring overall team compliance.
- Participation in AF community events.
- Ensure Abilities First TCM is represented at the Parent Advisory Committee (PAC) meetings to stay current on processes related to autism services and implementation.
- Work with CSS supervisor to maintain internal QA process and systems for SWAP Support Coordinators.
- Able to complete the duties of a Support Coordinator and cover cases when needed.
- Perform other related work as assigned.
- 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 for work-related assignments.
- 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.

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

- At least 5 years of successful or above experience as a Support Coordinator as demonstrated in performance appraisal.
- Ability to educate Support Coordinators regarding Department of Mental Health (DMH), Medicaid Waiver, Targeted Case Management (TCM) and The Next Step guidelines, regulations, procedures, and policies in a manner that the Support Coordinator can easily interpret and immediately apply
- Demonstrates the core values of AF as an employee.
- Understand, demonstrate, and implement employee engagement.
- Understanding of and participation in all AF programs.
- Expert level knowledge of support coordination and targeted case management methods, principles, and techniques as related to developmental disabilities
- Thorough knowledge of and experience with the CMS Waiver Assurances and Department of Mental Health contractual requirements for providing support coordination
- Expert level knowledge of the principles of person-centered planning and implementation
- Must have a high level of proficiency and accuracy in all duties.
- Must be detail orientated.
- Must be able to work independently and responsibly with minimal supervision.
- Must be able to organize and prioritize work to complete quality assurance tasks accurately and meeting deadlines.
- Must have excellent written and verbal communication skills.
- Must present a professional, business-like manner and appearance.
- Must be proficient with Microsoft Office software
- Attend staff meetings concerning new or revised policies and procedures and implement new information accordingly
- Perform other related work as assigned
- Light lifting required. Extensive sitting

- Must be able to drive locally for work-related assignments
- Ability to bend, sit, stand, and stoop
- Demonstrates 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, Masters preferred

- 5 years demonstrated successful experience as a Support Coordinator.
- Management experience strongly 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

