



JOB TITLE:
FLSA STATUS:
SALARY RANGE:
STATUS:
REPORTS TO:

SUPPORT COORDINATOR (THE NEXT STEP)
Non-Exempt
\$19.32 - \$25.12 hourly
Full-time or Part-Time
Senior Support Coordinator

PRIMARY PURPOSE OF JOB

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 and enter casenote documentation into MOEDIWEB billing system on a daily basis, no later than 72 business hours after TCM activity, maintaining a minimal average of 120 TCM hours per month, 1440 minimum TCM hours 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
- 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.
- Perform other related work as assigned.

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

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 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.

EDUCATION, TRAINING AND EXPERIENCE REQUIREMENTS

- A Bachelor's degree from an accredited college or university.

PHYSICAL CONTEXT AND WORK 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.

Physical Requirements				
Reasonable accommodations may be made to enable individuals with disabilities to perform essential job duties.	Percentage of Work Time Spent on Activity			
	0-24%	25-49%	50-74%	75-100%
<ul style="list-style-type: none"> 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. 				
Seeing: Must be able to see to read documents/reports and focus on computer for an extended period.				X
Hearing: Must be able to hear well enough to communicate with coworkers and general public.				X
Sitting: Must be able to sit for long periods of time.				X
Standing/Walking: Must be able to move about the work area.	X			
Climbing/Stooping/Kneeling: Must be able to stoop or kneel to pick up items off the floor and filing in a bottom drawer file cabinet.	X			
Lifting/Pulling/Pushing: Must be able to lift 20 pounds with or without reasonable assistance.	X			
Driving: Must be able to drive locally for work-related assignments.				
Grasping/Feeling: Must be able to type, handle documents, and use equipment and electronic devices.				X

Employee Signature

Date

Revised 6-9-2014; 5-22-15; 5-17-16; 4-11-17; 12-7-17; 12-21-18; 1-3-19; 10-05-20; 11-20-20; 12-08-20; 07-10-2021; 09-01.2021; 07-14-2022