



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

SENIOR SUPPORT COORDINATOR

Exempt
\$46,196.00 - \$64,674.00
Director of Support Coordination

PRIMARY PURPOSE OF JOB

This position will oversee the duties of a team of Support Coordinators. Provide guidance and assistance to promote self-direction, build understanding of TCM agency, accreditation, and all other Support Coordinator requirements. Support team members to meet the requirements in all aspects of Support Coordination. Execute an ongoing process of assessment and monitoring of the quality, timeliness and completeness of documents, services, and records by providing leadership and mentoring to 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

- Responsible for leading team morale and developing strategies to assist Support Coordinators (SC) on team as well as the agency as a whole to continually strive for best practice
- Develop and implement all Case Manager and management trainings for Abilities First and The Next Step
- Analyze case notes written by Support Coordinators in accordance with Senior QA processes, followed by one-on-one training opportunities with them to go over corrections requested and to verify consistency and accuracy within Medicaid guidelines
- Maintain accurate training records for all Support Coordinators to include new Support Coordinator training and ongoing training for all Support Coordinators
- 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
- Cover weekly on-call for program areas among the leadership team in accordance to on-call policy and procedures
- 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
- Supervise the work performance of a team of Support Coordinators. This includes covering support coordination duties resulting from non-approved overtime from the Director of Coordination or designee. This includes but is not limited to, gathering of timesheets or other personnel documentation, monitoring for accuracy, and processing documents in a timely manner
- Assist Mentors and Support Coordinators in covering cases in SC's long-term absence or during open positions. When the Support Coordinator is on extended leave (2 weeks or more) the team Senior Support Coordinator will ensure at least 50% of the logging expectation for SC on leave is met.

- Delegate to team mentor duties regarding training and assisting Support Coordinators in the completion of duties as needed.
- Organize and facilitate team meetings, providing pertinent information to Support Coordinators to ensure that all agency, Medicaid and Department of Mental Health (DMH) requirements, regulations and guidelines are followed and accreditation standards are met. Work with other Senior Support Coordinators to ensure consistency amongst expectations for teams
- Review, follow and make recommendations to Support Coordinators regarding findings on monthly service monitoring
- Review EMT's following all DMH procedures and guidelines
- Implement and follow Abilities First processes in The Next Step Operations Manual
- Review, approve and make recommendations to Support Coordinators regarding Person Center Plans for consumers on team to ensure all guidelines are followed
- May meet face-to-face with any consumer The Next Step serves to verify documentation of personal plan, health, safety and services of consumer. May review provider documentation; including daily progress notes (provider summaries) and service authorization that result in provider billing. Verify support coordination, provider billing of services and documentation reflects services authorized
- Implement and follow Senior QA Processes and timelines outlined in Senior QA processes. Review, assess and track consumer information on all Quality Assurance Databases (JARVIS), including but not limited to; Plan Tracking Database, Service Monitoring Database and Code 23 Database. Databases, state records, and computer systems (i.e. MOEDIWeb and Cimor) should be kept accurate with consistent consumer information
- Review and assess case notes for each Support Coordinator on team to ensure case notes meet required DMH and Medicaid requirements. One day of casenote review, per quarter, per SC entered into Jarvis.
- Review, assess, and follow all work completed by Support Coordinators on team, communicating with the Director of Support Coordinator for support and recommendations. All areas of work performance should be reflected on The Next Step annual appraisal document for each Support Coordinator on team and reviewed with each Support Coordinator and Director of Support Coordination
- Gather requested documents for audits and ISP reviews and place in electronic audit files within required timelines for Director of Support Coordination to forward on ftp to requested audit party.
- Prepare monthly reports containing accurate information regarding Personal Plans, Level of Cares, Medicaid Status, APTS, logging and concerns relating to consumer services and provider issues
- Attend supervisor meetings at The Next Step and attend meetings as requested by Support Coordinator or by a Director of The Next Step. Consult with appropriate Director for clarification for procedure and/or policy with The Next Step
- Communicate and maintain relations with SRO administration and service providers to support consumers and Support Coordinators of The Next Step

- Inform and consult with Director of Support Coordination on all critical provider and/or consumer related issues and any meetings that involve SRO or Provider Administration prior to meeting being held
- Assist in agency trainings of Targeted Case Management working with appropriate Director to ensure that all training material is effectively communicated to Support Coordinators
- Approve vacation/sick time for Support Coordinators, notifying Directors and Administrative Assistants with The Next Step
- 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

- Experience working as a Support Coordinator
- Exhibits understanding and knowledge of Support Coordination methods, principles and techniques as they apply to individuals with developmental disabilities
- Extensive knowledge of service providers and available services for individuals The Next Step serves
- Ability to plan, organize, supervise, and evaluate the work of individual Support Coordinators and teams
- 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
- 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 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
- 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.

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%
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.	X			
Grasping/Feeling: 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 4-1-14; 5-6-14; 7-22-14; 7-7-15; 6-13-16; 5-25-17; 4-11-18; At 1-1-19; 12-9-19; 5-20-2020; 10-5-20; 12-8-20; 07-14-2022