

**Camden County Senate Bill 40 Board  
Job Description**

Job Title: Support Coordinator  
Reports To: Targeted Case Management Supervisor  
FLSA Status: Non-Exempt  
Employment Status: Full-Time  
Minimum Hours per Work Week: 40  
Minimum Starting Wage: \$15.65 Hourly  
Last Reviewed Date: 04/24/2017 Last Revised Date: 04/24/2017

This is entry-level professional case management work in a comprehensive purchase-of-service and community placement program for persons with intellectual and/or developmental disabilities. Overtime may be required to complete tasks and responsibilities. Support Coordinators are allowed to utilize a flexible schedule in order to complete tasks and responsibilities and to accommodate the needs of consumers and their families so long as the Support Coordinator's time and efforts are accurately reflected in the log notes and any other applicable supporting documentation.

The Support Coordinator reports to the Targeted Case Management Supervisor of the Camden Co. Senate Bill 40 Board, and is responsible for coordinating services for persons with intellectual/developmental disabilities and their families.

**General Description:**

- Manages a caseload of moderate size and complexity normally involving a limited number of disability areas.
- Interviews clients, their families, and other responsible individuals; assists in completing the application for services; collects basic data and obtains appropriate additional information from other agencies; participates on the inter-disciplinary team to review each case.
- Prepares or dictates case progress notes, social summaries, and other reports concerning the client's case.
- Develops, in cooperation with other staff, an Individual Support Plan for each client.
- Attends inter-disciplinary team meetings to discuss client cases in relation to eligibility, support plans, progress, and possible changes in the service program.
- Prepares purchase-of-service authorizations and arranges for clients to access services.
- Monitors services to ensure that the terms of the authorization are being fulfilled by the vendor, to check on quality of services, and to review client progress.

- Requests modifications for a non-productive program or enrolls the client in an appropriate program.
- Provides progress reports and counseling to clients, their families, and other responsible individuals.
- Attends staff meetings concerning new or revised policies and procedures.
- Visits service agencies, attends meetings, and confers with other Case Managers to become informed concerning community resources for persons with intellectual/developmental disabilities.
- Reviews literature and confers with other Case Managers concerning theories and practices in the fields of social work, psychology, special education, and health care for persons with intellectual/developmental disabilities.
- Conducts client 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.
- Prepares and maintains accurate expenditure records.
- Receives close supervision from the Targeted Case Management Supervisor and Executive Director.
- Collaborates with Quality Assurance Coordinator for Training and Continued Quality Enhancement of Performance and Duties.
- Performs other related work as assigned.

### **Knowledge, Skills, and Abilities (KSAs)**

- 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 intellectual/developmental disabilities and corresponding vendors and services available for clients.
- Introductory knowledge of interviewing methods, principles, and techniques.
- Ability to manage a caseload of clients with intellectual/developmental disabilities, to keep support plans current, and to maintain accurate records.
- Ability to collect and analyze information to make decisions concerning a client's support plan.
- Ability to develop a logical, feasible, and practical support plan for clients with intellectual/developmental disabilities.

- Ability to evaluate the progress of clients and the quality of their service programs.
- Ability to communicate effectively.

**Primary Duties & Responsibilities:**

- Conducts annual Person Centered Plan meetings with consumers, family members, providers of services, and others in gathering information needed to develop a Person Centered Plan.
- Drafts Outcomes and Action Steps based on information gathered in plan meetings, risk assessments, collateral information, team members, etc.; plan Outcomes relate back to MO Quality Outcomes.
- Establishes plan timelines and implementation responsibilities of team members.
- Completes annual plans in a timely manner.
- Monitors services per Division of Developmental Disabilities Service Monitoring Directive (DDD) and Department of Mental Health (DMH) Directives.
- Ensures all rights of individuals served are protected and reports observed/suspected abuse, neglect, or misuse of consumer funds according to state statutes/directives.
- Seeks authorization of funding for needed/required consumer services according to Division and CCDDR Utilization Review procedures.
- Assists consumers and families in completing required paperwork for DDD, DMH, CCDDR, and other governmental benefits as needed and as requested.
- Completes accurate and timely Monthly and Quarterly Reviews of progress in meeting outcomes and action steps identified in Person Centered Plan; suggests modifications to plan as needed.
- Ensures that accurate and complete consumer records are maintained in consumer permanent record, including all required Medicaid waiver documentation.
- Completes and inputs log notes in a timely manner.
- Ensures log notes are accurate.
- Safeguards the security and confidentiality of consumer protected health information in accordance with state and federal confidentiality laws.
- Maintains a thorough working knowledge of generic community resources available.
- Abides by CCDDR policies and procedures.
- Meets identified monthly log notes and logging target hours.
- Completes other duties and assignments as directed.

**Minimum Requirements:**

- A Bachelor's degree from an accredited college or university with a minimum of 24 earned semester hours or 36 earned quarter hours in one or a combination of the following: Elementary or Secondary Education, Special Education, Early

- Childhood Education, Psychology, Social Work, Sociology, Counseling, Recreation (including specialty areas such as Art, Dance, Music, or Physical Education), Speech-Language Pathology or Audiology, Occupational Therapy, Physical Therapy, Nursing, or other specialties in the field of human services; and,
- One or more years of professional experience as a Registered Nurse, or in social work, special education, psychology, counseling, vocational rehabilitation, physical therapy, occupational therapy, speech therapy, or a closely related area.

*(24 earned graduate credit hours from an accredited college or university in the specified areas may substitute for the required experience.)*

*(Additional experience as a Registered Nurse may substitute on a year-for-year basis for a maximum of two years of the required education.)*

OR

- A Bachelor's degree from an accredited college or university with a minimum of 24 earned semester hours or 36 earned quarter hours in one or a combination of the following: Elementary or Secondary Education, Special Education, Early Childhood Education, Psychology, Social Work, Sociology, Counseling, Recreation (including specialty areas such as Art, Dance, Music, or Physical Education), Speech-Language Pathology or Audiology, Occupational Therapy, Physical Therapy, Nursing, or other specialties in the field of human services; and,
- One or more years of experience in providing direct care to persons with intellectual and/or developmental disabilities.

*(24 earned graduate credit hours from an accredited college or university in the specified areas may substitute for the required experience.)*

*(Additional experience as a Registered Nurse may substitute on a year-for-year basis for a maximum of two years of the required education.)*

**Additional Requirements:**

- Valid Missouri driver's license & acceptable driving record.
- Have access to a car and be able to travel throughout county.

NOTE: All applicants given a conditional offer of employment will have their education credentials, experience credentials, and background screenings evaluated and verified.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing this job, the employee is regularly required to use hands and fingers to handle or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 20 pounds over a short distance, and/or perform personal care tasks, including transfers. Vision abilities include close vision, distance vision, peripheral vision, and depth perception. The employee is required to occasionally stand, walk, and climb stairs. The employee must be able to communicate one on one with staff, clients, guardians, and groups.

Reasonable accommodations may be made to enable otherwise qualified individuals to perform the essential functions of the job.

Certificates, Licenses, Registrations: QDDP Status.

“I hereby agree to comply with responsibilities of Job Description as outlined in this document”

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Supervisor Signature)

\_\_\_\_\_  
(Date)