

SERVICE COORDINATION SUPERVISOR

Position: Service Coordination Supervisor
Department: Adult Service Coordination
FLSA Classification: Exempt, Full time, 40 hours/week
Reports to: Adult Service Coordination Director

Position Summary

Responsible for direct supervision of 6 Traditional Service Coordination (SC) staff. Utilize tools/metrics to ensure compliance and quality objectives. Ensure case management tools and processes are supported and executed based on established policies and processes. Seek and provide guidance to staff throughout elevated issues. Ensure SC staff are initiative-taking in planning to develop clinically and fiscally responsible supports to individuals, families, and teams. Provide service coordination for adults in developmental disability service.

Essential Functions

Staff Management

- Assist to oversee and manage personnel assigned including supervision, training and guidance, caseload assignment, and reaching benchmarks and performance standards.
- Facilitate annual staff performance reviews.
- Plan with staff and when requested/warranted with individuals and their family/representative to identify needed services and supports and to design quality, meaningful, individualized, cost-effective services with an emphasis on employment, volunteerism, and quality community involvement using creative options and generic community resources as available.
- Department liaison for committees as necessary
- Attend elevated team meetings as needed.
- Participate in the department leadership team, meeting weekly.
- Process check requests, mileage forms, credit card approvals, and bring to supervisor for consideration of other requests for funding on an individual basis.
- Review/approve Service Agreements for quality accuracy.

Service Coordination Functions:

- Provide service coordination for a small caseload of individuals.
- Facilitate the service agreement process and team meetings.
- Assist with referrals for consultation and treatment as needed.
- Help individuals in accessing support services dependent upon their needs i.e., residential /vocational, medical, dental, psychological services, adaptive equipment, and community resources.
- Facilitate communication and maintain effective professional relationships with all members of the team.
- Maintain a working knowledge and adhere to all applicable state and federal program regulations.
- Identify and access needed funding for services.

- Manage assistance to individual's funds for clients who have specific needs which they cannot afford on their own.
- Use and maintain the Monthly Compliance Checklist to track and document core requirements per He-M 503.
- Complete required documentation and reporting using department tools and metrics.
- Complete monthly Activity Exception Report from relational database to ensure quality work.
- Follow the Guidelines for 503 that reflect the state mandated requirements for individuals under the He-M503 regulations.
- Be able to identify clients' needs based on the Caseload Management Tool

Other Responsibilities

- Utilize funded community-based organizations and resources to reduce costs and bolster client supports. Utilize community resources as needed to provide a continuum of care.
- Promote health & safety within organization as defined by Safety Committee/Company policy.
- Attend agency, departmental staff meetings as well as regional and statewide workgroups and meetings as identified relevant to role.
- Participate in internal and community committees/groups as assigned.
- Contribute to the development of healthy team relationships and departmental atmosphere.
- Emergency on-call rotation
- Promote & work towards meeting agency goals and objectives as defined in the strategic plan.
- Compliance with all Gateways Community Services policies and procedures
- Complete all necessary required trainings and continue to attend training.
- Collaborate with other staff/departments and programs, as necessary.
- Perform other work-related duties as assigned.

Qualifications:

- Bachelor's degree in related field (Master's Preferred) or equivalent professional and educational experience.
- Minimum of two years' experience as service coordinator/case manager with population or five years of experience working with individuals with brain injury is preferred.
- Prominent level of interpersonal skills to handle sensitive and confidential situations.
- Ability to work with complex systems and interest in the population is essential.
- Independent and organized work skills along with communication and writing skills are important.
- Experience working in a clinical capacity with individuals and families is preferred.
- Familiarity with cognitive and functional assessment tools a plus.
- Knowledge of service system and community resources.
- Proficiency in MS Office applications with solid organizational and time management skills.
- Able to work independently and maintain utmost confidentiality.
- Able to work as part of interdepartmental and interagency teams.
- Possess reliable transportation, valid driver's license, and applicable vehicle insurance for business travel.