

**HOPE HAVEN
JOB DESCRIPTION
CASE COORDINATOR**

CLASSIFICATIONS:

This position is a direct support staff position. Status is either full or part-time, is paid on an hourly basis and is FLSA non-exempt. The Program Coordinator supervises this position.

PRIMARY PURPOSE:

The primary duty is to provide human services and case management emphasizing independence through personal, social, and vocational development.

PRINCIPAL ACCOUNTABILITIES:

This position is accountable and reports to the appropriate Program Coordinator and is accountable to persons served, person served representatives, and other administrative staff. The position is accountable for the person served caseload and Direct Support Technicians. This position is principally responsible for case management and the promotion and development of as much person served independence and normalization as is possible.

JOB RESPONSIBILITIES AND PERFORMANCE STANDARDS:

Responsibility Number 1: 30%

Responsible for all aspects of program requirements.

Performance Standards:

- Plans and coordinates daily activities for persons served in the community, facility, and at home as applicable to programming that are based on individual service plan goals
- Provides assistance with personal care and daily living activities
- Solicits person served volunteering opportunities
- Complies with waiver and DBHDD standards
- Seeks additional evaluations and assessments (e.g. OT, PT, Speech, etc.) when needed

- Lifts, transfers, and maneuvers persons served from one situation to another when necessary
- Analyzes skills, abilities, and needs of potentially employable persons served through situational assessments and screenings as applicable
- Assures that accurate records of person served time engaged in work are maintained as required
- Provides on-going monitoring of job performance and work related activities as applicable
- Solicits area business for potential job placements as applicable
- Maintains productive relationships with businesses, employers, supervisors, and the community
- Functions as a liaison between employers, volunteer sites, community resources, and persons served and their families/home providers regarding their needs and desires
- Maintains an accurate daily record of production in coordination with Direct Support Technicians and turns in records on a timely basis as applicable
- Insures quality-controlled production that meets contract specifications and requirements as applicable

Responsibility Number 2: 20%

Responsible for service plan development and implementation for each person served in the caseload.

Performance Standards:

- Assures in coordination with Social Worker that service plans are completed within all applicable time frames according to the type of plan and level of need
- Works to assure that persons served and person served representatives' choices and freedoms are included in the development and implementation of plans and outcomes
- Provides and utilizes assessments, considers strengths, and needs to develop and implement plans
- Participates in staffings with recommendations for outcomes based upon individual needs for skill acquisition and maintenance, behavioral change, and case coordination
- Participates in development of all behavior management plans and contracts, records behavior on appropriate data sheets, and coordinates with the Behavior Specialist as needed

Responsibility Number 3: 20%

Provides case management for all persons served in the caseload.

Performance Standards:

- Assures case coordination of assigned persons served by identifying and linking with services and resources
- Insures that information for persons served is communicated to appropriate individuals to facilitate outcomes
- Case coordination occurs in a manner that considers person served requests and needs, supports persons served to engage in decision making and exercise informed choice
- Facilitates focus groups to promote awareness of men's and women's issues, conflict resolution, advocacy, and supported employment

Responsibility Number 4: 20%

Maintains and follows record keeping requirements.

Performance Standards

- Follows all requirements regarding record keeping including DBHDD, CARF, and agency P&P
- Submits and completes all required records, reports, notes, person served data, and other written data in a timely fashion
- Submits and completes all required records, reports, notes, and other electronic data in a timely manner
- Reports accidents/seizures/incidents clearly and accurately within 24 hours of occurrence or sooner
- Works with Records Administrator to assure that official person served records meet all applicable requirements
- Maintains person served program records to document outcomes progress and other data as specified
- Maintains all records for DOL compliance as required to include person served time worked, production records, etc.
- Keeps daily attendance records as provided consistent with applicable Title XX requirements for absences and with Medicaid requirements
- Completes and/or monitors billing documentation in a timely manner
- Completes timely and thorough activity notes in the persons served' records
- Completes and/or monitors goal tracking

Responsibility Number 5: 5%

Responsible for development, implementation, and evaluation of program outcomes.

Performance Standards:

- Stays knowledgeable and keeps abreast of program outcome measures relative to position responsibilities and program areas
- Develops, implements, monitors, compiles, and evaluates results and change outcomes as needed
- Responds appropriately to person served satisfaction data to meet person served needs and requests

Responsibility Number 6: 5%

Performs various other duties as requested or assigned (up to and including reassignment to another program).

Performance Standards:

- Assures adequate program coverage at all times for assigned persons served
- Assists in providing "cross coverage" when requested
- Provides transportation for persons served when necessary for activities, trips, or employment
- Attends person served activities when requested (e.g. potlucks, socials, etc.)
- Participates in meetings, committees, and attends trainings as necessary

ESSENTIAL FUNCTIONS AND PHYSICAL REQUIREMENTS

(reasonable accommodations will be made if necessary):

Ability to use computer system

Ability to use office telephone system

Must have safe reliable transportation to get to work site as well as to transport persons served to appointments and community activities

Ability/means to communicate/document important information

Ability to maneuver steps and other barriers to some homes

Ability to assist with personal care tasks

Ability to perform CPR and First Aid

Ability and willingness to demonstrate physical competence in CPI Personal Safety Techniques and Restraints

Ability and willingness to lift up to 100 lbs. at least 4 times per day with adaptive equipment (e.g. when providing personal care to persons served or moving contract work) as well as the willingness and ability to move fully loaded work pallets and

skids using adaptive equipment, as well as the willingness and ability to assist in lifting and transferring people up to 200 lbs.)
Ability and willingness to work in an open environment with noise, dirt, and fumes
Ability to hear, see, and communicate verbally within a level of basic understanding
Case management
Service plan development and implementation
Record keeping
Vocational training
Behavior modification
Assessment and evaluation of person served needs
Program outcome development, implementation, and evaluation

MINIMUM QUALIFICATIONS:

B.S. or B.A. degree in psychology, sociology, social work, special education, or a related field
Mental Retardation experience preferred but not required
Valid Driver's License and Vehicle Liability Insurance
Acceptable Motor Vehicle and Criminal Records reports
Pre-Employment Drug Screen
Reliable personal transportation