



POSITION TITLE:	Care Coordinator
DEPARTMENT:	Day Services/Residential
POSITION TYPE:	Full-Time; Non-Exempt
BENEFIT CATEGORY:	Hourly
REPORTS TO:	Director of Social Services

**POSITION PURPOSE:** Responsible for coordinating and implementing consumer services plans in conjunction with consumers, families, staff, agencies and/or significant others to maximize independent functioning and meet service delivery needs. Care coordination may occur in community or agency based rehabilitation settings.

**ESSENTIAL FUNCTIONS:**

1. Maintains a positive and enthusiastic attitude.
2. Develops and implements individualized program plans (ISP's) with each consumer assigned to caseload.
3. Coordinates and communicates services with appropriate agency staff, client, external agencies, families, etc.
4. Maintains up-to-date records and reports and general case management procedures in compliance with funding sources, CARF, and agency requirements.
5. Conducts vocational counseling and maintains supervision and behavior-management plan implementation of cases assigned.
6. Distributes medications to clients assigned; responsibility is shared with co-workers.
7. Follows all agency policies and procedures regarding the use and release of confidential information and confidential PHI (protected health information)
8. Adheres to all agency policies and procedures regarding ethics, client rights and dignity of persons served.
9. Adheres to Universal Precautions for all functions, uses protective equipment as necessary and required.
10. May be asked to serve as the agency liaison for various committees.

**ADDITIONAL RESPONSIBILITIES:**

- Provides resources and assists consumer and significant others, as needed, to access community resources.
- May conduct various pre-employment and habilitation training classes.
- Conducts annual consumer satisfaction surveys, exit/discharge procedures, and follow-up surveys with caseload.
- Attends meetings, in-services, and professional development activities, as necessary.
- Provides 1:1 or small group training to address individual client needs such as those indicated on the individual program plan.
- Shall perform any other job related function as assigned.

**KNOWLEDGE, SKILLS, AND EDUCATION:**



- Good public relations and communication skills.
- Ability to independently organize time and duties to conduct the daily, weekly and monthly responsibilities of caseload management.
- Ability to synthesize data in client records to develop and implement appropriate and relevant rehabilitation plans and work adjustment training techniques.
- Knowledge of specific disabilities and the impact functional limitations present in a vocational setting.
- Bachelor's Degree in rehabilitation, social service or humanities, preferred (for Group Home degree is required).
- One to two years in social work or case management related experiences with people with disabilities or other vocationally disadvantaged populations.

#### COMMUNICATION SKILLS:

- Clients – daily personal contact to implement behavior plans, provide reinforcers, vocational counseling and conflict resolution.
- Staff – periodic personal contact to coordinate and follow-up on program plan implementation.
- Community Agencies, Families, Etc. – periodic telephone and personal contact to coordinate services, conferences, and obtain information.
- Supervisor – periodic personal contact, as needed, to communicate need for assistance with caseload management, weekly schedule, and job priorities.

#### PHYSICAL REQUIREMENTS:

- Sitting to write records and in meetings.
- Standing to assist with problems and/or client training on the work floor, as needed.
- Speaking, hearing, visual ability to communicate.
- Ability to lift, push, and pull up to 75 lbs.

#### MENTAL REQUIREMENTS:

- Ability to demonstrate the following: good judgment, appropriate use of insight, independent thinking, flexibility, a genuine interest in others;
- Ability to synthesize and interpret data and reports independently.
- Work with minimum supervision.
- Ability to work as a team member to facilitate service delivery.
- Patience and diplomacy when dealing with difficult clients, staff, and other agencies.
- Ability to handle multiple tasks and/or demands of one's time from others.

#### TOOLS AND EQUIPMENT:

- Operate a copy machine, computer
- Experience with Microsoft Word and Excel and other software products.

#### ADDITIONAL INFORMATION:

- Occasionally requires to change work and/or personal schedules to meet time requirements of



- case conferences, meetings, etc.
- Position requires flexible scheduling including office hours, on-call hours, on-site visitations, observations, trainings, conferences, and annual meetings. Days, hours and locations vary according to Agency staff and Individual needs and can include early mornings, late nights, and weekends.
  - Must adhere to all necessary safety requirements.
  - Responsible for the safety of all staff and clients under his/her supervision.
  - Must be able to handle a large a caseload.