

CATHOLIC SOCIAL SERVICES JOB DESCRIPTION

TITLE: Care Coordinator
PROGRAM: Special Needs Services
STATUS: Full-time/hourly/non-exempt
SUPERVISED BY: Program Director
UPDATED: 4/23/09

JOB SUMMARY: The Care Coordinator is responsible for providing service coordination to qualified Home and Community Based Medicaid Waiver and Grant recipients. This includes developing and updating Plans of Care and Individualized Habilitation Plans, monitoring services in the plan, doing regular visits with the consumer and their families.

QUALIFICATIONS:

Personal: Must be able to maintain program/consumer/agency confidentiality, and treat each individual with dignity and respect. Ability to set and observe appropriate professional limits and boundaries. This person should be pleasant and dependable; display strong customer service skills; self-initiating; possess an ability to accept supervision and enjoy working with co-workers, consumers, parents/guardians and other community professionals; provide leadership; be able to direct and perform a variety of activities simultaneously; and be attentive to needs of consumers, providers, families, and the agency.

Education/Experience: Bachelors' degree in human services field with preferred concentration of study areas related to developmental disabilities and social work. Two years of previous social services work experience with case management responsibilities, including one year in the field of developmental disabilities. Any equivalent combination of related education and experiences may substitute for a degree requirement in addition to the two years of social service work experience required above.

Knowledge: Demonstrated thorough knowledge of community social service agencies and programs. Demonstrated knowledge of behavior management programming and techniques, systematic skills training, and assessment techniques. Demonstrated understanding and ability to apply principles of normalization, least restrictive approach, and service planning. Ability to exercise patience, understanding, and concern for each consumer's health, growth, safety, and enjoyment of life.

Communication Skills: Ability to effectively communicate with consumers, families, other staff members, personnel of other agencies, and the general public. Ability to write in a clear, accurate, and grammatically correct manner.

Physical Requirements: Occasional lifting or moving of consumer; able to respond quickly and safely in emergency situations which may involve consumer.

Other Requirements: Current adult, child, and infant CPR and First-Aid certifications and annual TB clearance. Must have and maintain valid AK Driver License, reliable transportation, liability insurance, and background checks.

Responsibilities:

- Support the Mission of Catholic Social Services and Special Needs Services Program.
- Develop formal written hab plans of care/service plans and all documents associated with the plan of care, which outline the needs of each consumer and the services required to meet those needs.
- Monitor all services identified in Hab Plan of Care/service plan and update the plan as necessary.
- Make two face-to-face contacts per month with each consumer, family, or provider.

- Participate in development of Individualized Habilitation Plan goals with each consumer’s team, which outline specific areas for skills development.
- Assist in providing families with supports for crisis intervention.
- Refer families to appropriate community services/entitlements and assists families in applying for and appropriately using community services/entitlements.
- Make reports in cases of known or suspected abuse and neglect to Department of Family and Youth Services, in accordance with Alaska Statutes.
- Encourage the principle of normalization, and advocates for the best interests of consumers served.
- Coordinate with external agencies providing services to Catholic Social Services consumers.
- Coordinate with external agencies who provide care coordination services when Catholic Social Services provides services.
- Participate in service planning and development of service goals for consumers with outside care coordination agencies.
- Responsible for completion and submission of appropriate documents to master file/consumer notebooks, to ensure all information is kept current.
- Submit care coordination notes to Program Director.
- Prepare and submits written reports as requested.
- Participate in training, in-services, and staff meetings as required.
- Maintain regular and reliable attendance
- Provide direct care services to consumers in their home or community when the program is short staffed or due to various factors that are out of the programs control.
- Perform other special projects and duties assigned by Program Director

Employee Signature

Date

Supervisor Signature

Date