

**SERVICE COORDINATOR
CC LINKS
1548 N. COMMERCIAL ROAD
NIXA, MO 65714**

Reports to: Executive Director of CC Links and Director of Service Coordination

FLSA: Non - Exempt

DEFINITION

This is entry-level professional case management work in a comprehensive purchase-of-service and community placement program for persons with developmental disabilities.

This description may not include all of the duties, knowledge, skills, or abilities associated with this position.

EXAMPLES OF WORK

Manage a diverse caseload of moderate size and complexity.

Interview individuals, their families, and other responsible parties; assists in completing necessary documents; collects basic data and obtains appropriate additional information from other agencies; participates on the inter-disciplinary team to review each case.

Prepare and complete case notes, quarterly reviews, annual reviews, service monitoring and any other required reports concerning the individual service plan in accordance to Department of Mental Health (DMH) guidelines, Medicaid regulations and CC Links policy.

Complete all required documentation (plans, waiver paperwork, service monitoring, etc.) in a timely manner following DMH regulations, Medicaid guidelines, CC Links policy, and all applicable regulatory requirements.

Complete logging documentation to support billing for Targeted Case Management on a daily basis. Average 118 direct service hours per month; 1416 hours minimum required per year.

Maintain individual state record in accordance with DMH and Medicaid guidelines.

Facilitate the inter-disciplinary team's development of the Individual Service Plan for each individual served.

Attend inter-disciplinary team meetings to discuss individual's eligibility, service plan, progress, and possible changes in supports or services.

Prepare service authorizations and arrange for individuals to access services.

Monitor services to ensure that the terms of the authorization are being fulfilled by the contracted providers, to check on quality of services, and to review individual progress according to the state service monitoring directive.

Develop goals and outcomes with each individual recognizing and identifying changing his/her wants and needs. Identify any available natural supports. Provide information about appropriate community resources. Continuously assess supports in place for the individual and ensure they are effective toward supporting the individual to reach his/her goals as identified in the individual service plan.

Collaborate with Utilization Review Committee (URC) to obtain funding for needed services that cannot be met using natural supports.

Maintain contact with every individual on caseload as per DMH guidelines. To include: monthly face to face visits and completion of monthly Service Monitoring according to DMH guidelines with all individuals in Community Placement.

Meet face to face with individuals on case load that CC Links serves. Verify documentation of personal plan and services with the contracted provider.

Review provider documentation, including; daily progress notes (provider summaries) and service authorizations that results in provider billing for accuracy of services authorized.

Provide progress reports and advises individuals, their families, and other responsible parties.

Attend staff meetings concerning new or revised policies and procedures; implements information accordingly.

Visit service agencies, attends meetings, and confer with senior staff to become informed concerning community resources for persons with developmental disabilities.

Review literature and confer with senior staff concerning theories and practices in the fields of social work, psychology, special education, and health care for persons with developmental disabilities.

Attend all relevant trainings and in-services as required by CC Links and DMH.

Conduct individual 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.

Prepare and maintain accurate expenditure records for the individual in accordance with the Individual Service Plan budgets.

Be available to handle emergency situations with individuals as needed in accordance with CC Links Policy and state regulations (i.e. abuse/neglect, mandated reporting, on-call, etc.) Service Coordinators are mandated reporters.

Office space will be provided, however, working outside of the office is permitted when approved by the Executive Director.

Light lifting required. Extensive sitting, travel required.

Receive close supervision from a Director of Service Coordination.

Perform other related work as assigned.

Must have a valid Missouri driver's license, acceptable driving record, and auto liability insurance which meets the requirements set by CC Links.

Reasonable accommodations may be made to enable individuals with disabilities to perform essential job duties.

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

- Intermediate knowledge of a specific discipline such as social work, psychology, special education, counseling, health care, or occupational therapy.
- Moderate knowledge of HIPAA guidelines.
- Introductory knowledge of case management methods, principles, and techniques.

- Introductory knowledge of various developmental disabilities and corresponding vendors and services available for individuals.
- Introductory knowledge of interviewing methods, principles, and techniques.
- Ability to manage a caseload of individuals with developmental disabilities, to keep service plans current, and to maintain accurate records.
- Ability to collect and analyze information to make decisions concerning an individual's service plan.
- Ability to identify potential abuse and neglect situation and follow protocol according to all applicable regulatory requirements.
- Ability to develop a logical, feasible, and practical service plan for individuals with developmental disabilities.
- Ability to evaluate the progress of individuals and the quality of their service programs.
- Ability to communicate effectively.

EXPERIENCE AND EDUCATION

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 human service field specialties.

Revised 05/20/2014 – as; 06/10/2015 – as; 01/11/2017 – np; 11/06/2017 – np;
10/22/2018 – as; 08/12/2019 – np; 12/15/2020 – np; 10/27/2021 – as; 1-4-2023 - as