

## **Support Coordinator**

Classification: **Case Manager II**

Starting Salary **\$17 per hour**

**Office location: Calera**

Minimum Qualifications: Bachelors Degree, in a Human Services field required, or a registered nurse; a valid Alabama Driver's License, maintenance of a good driving record. Completion of Case Management Training is required and provided by the Alabama Department of Mental Health and the Alabama Medicaid Agency.

### **Primary job functions and performance expectations:**

- Assisting Medicaid (eligible and ineligible) adults (persons age 18 and over) with Intellectual Disabilities in gaining access to needed medical, social, educational, and other services.
- Providing or coordinating the provision of at least the following direct case management activities to adults with Intellectual Disabilities.
- Complete needs assessment in a timely manner, including a written comprehensive assessment of the individual's strengths, weaknesses, needs, and desires.
- Case planning, including facilitation and participation in the development, review, and implementation of the Plan of Care within appropriate time frames.
- Service arrangement, including assisting the individual (or family) in identifying necessary services and supports and in linking the individual with needed services/resources as identified in the Plan of Care.
- Social support, including assisting the individual/family in expanding or establishing a social support network through linkage with appropriate persons, support groups, and/or agencies.
- Reassessment/follow-up, including evaluating progress toward accomplishing objectives specified in the Plan at quarterly intervals, contacting agencies/programs providing services to the individual in order to evaluate progress/effectiveness of services provided, documenting objectives/ progress, and participating in any revisions needed in the Plan of Care.
- Monitoring, including determining (on an ongoing basis) what services have been provided and whether they are adequate to meet the individual's needs and documenting needs, referrals, and outcomes.
- Attending and participating in interdisciplinary and interagency meetings as required.
- Completing necessary documentation as required for maintenance of the individual's case management/service coordination record as well as for accountability and billing purposes.
- Preparing narrative and statistical reports as may be required by DMH.
- Attending workshops and conferences as required by DMH for best practice in service coordination/case management and Intellectual Disabilities. Involvement in Consultation and Education activities (at least two per year).
- Maintains productivity requirement of 5 hours of billable time per day.

**Completes other related duties as assigned by immediate supervisor.**