

COTTONWOOD, INCORPORATED
JOB DESCRIPTION

Revised: 01/17

DEPARTMENT: Support Services

JOB TITLE: Support Services Coordinator/Case Manager

JOB SUMMARY: Coordinates and monitors the quality of services and resources offered to persons served, ensuring the delivery of adequate and appropriate services, according to KDADS, CARF, and HCBS/I/DD Medicaid waiver standards/guidelines.

QUALIFICATIONS: A Bachelor's degree and a minimum of at least six months experience in the field of services to individuals with intellectual or developmental disabilities. Special consideration will be given to individuals that have extensive relevant experience in the field of services to individuals with intellectual or developmental disabilities. Documented experience may be substituted for any portion of a Bachelor's degree at a rate of six months of experience for each semester. Must have a valid driver's license and a driving record acceptable to Cottonwood's insurance carrier. Must be able to participate in specified targeted case management training and registration as outlined by the CDDO and KDADS.

SUPERVISION RECEIVED: Director of Support Services.

SUPERVISION GIVEN: None.

THIS POSITION IS: Non-Exempt

JOB RESPONSIBILITIES:

- *1. Coordinate the development of the Person-Centered Support Plan process for each consumer on caseload.
- *2. Ensure that consumer rights are respected at all times and informed consent is obtained as needed.
- *3. Coordinate the acquisition of community resources as determined/recommended by the team.
- *4. Maintain quality of case records for those persons on caseload and keep all information, as defined by KDADS, CARF, Ability One, and HCBS/IDD Medicaid waiver standards/guidelines.
- *5. Assist consumers in obtaining appropriate financial assistance and benefits.
- *6. Serve as the primary agency contact for guardians, parents, and families for issues regarding the consumer.
- *7. Assist and coordinate crisis intervention and seek professional service for each consumer on caseload, as needed.
- *8. Assist with the Admissions and Discharge process of consumers on caseload.
- *9. Assist with seeking health and medical services.
- *10. Schedule and coordinate the annual meeting to assess consumer's support needs as outlined by the State licensing and funding entities.
- *11. Conduct the annual quality oversight/assurance visit with all individuals as appropriate on caseload in a timely fashion.
- *12. Review for accuracy the Integrated Service Plan as developed by the MCO.
- *13. Present positive, fair, and accurate image of the organization to consumers, the public, and community representatives. Demonstrate the *five and fifty rule*—greeting everyone when they are within five feet and smiling when they are within fifty feet.

- *14. Demonstrate *caring relationships* with each individual you work with using *lavish praise* and positive reinforcement.
- *15. Collaborate and problem-solve with other team members in a professional manner. Promote team participation, negotiation and follow through with assigned responsibilities.
- *16. Utilize skills such as observation, listening, questioning, and critical thinking to promote helpful solutions to possible issues that might develop with the consumers.
- *17. Communicate and document accurately, professionally, and appropriately, and in a timely fashion with all staff.
- *18. Document and submit all billable activities in accordance with Targeted Case Management services, for all consumers on caseload in a timely manner.
- *19. Work within prescribed schedule as approved by supervisor and complete responsibilities in a timely and efficient manner. Assure that absences do not adversely affect the timely completion of responsibilities or unduly burden co-workers. The following scale will be used to assess attendance for the previous year at the next annual evaluation:
3-Exemplary (0-3 days) 2-Good Work (4-7 days) 1-Needs Improvement (8 or more days)
- *20. Serve on inter-departmental committees as assigned.
- *21. Perform other duties as assigned by supervisor
- *22. Complete all required training in order to provide NEMT services to medical appointments and turn in necessary paperwork in a timely fashion to the appropriate person.
- *23. Complete all training requirements for the position as outlined by KDADS, and the CDDO.
- *24. Complete registration process as outlined by KDADS.
- *25. Perform all duties in accordance with the Case Management code of ethics as outlined by KDADS to manage conflict-free case management with all services for the individuals that Cottonwood serves.

Employee: _____ Date: _____

Support Services Director: _____ Date: _____

CEO: _____ Date: _____

This Job Description does not provide the basis for an employment contract. It is intended solely to outline the qualifications and responsibilities associated with this position. These qualifications and responsibilities may be changed at any time to support and enhance the Agency's successful achievement of its mission.

***Essential Functions**

COTTONWOOD, INCORPORATED
PERFORMANCE PLANNING AND EVALUATION

NAME: _____ **DATE:** _____

DEPARTMENT: Support Services

JOB TITLE: Support Services Coordinator/Case Manager/Health Home Care Coordinator

PROCEDURE:

1. A performance planning and evaluation conference will be scheduled between the employee and supervisor. This will be done at least annually and at any time when there is a need to add additional responsibilities or change current responsibilities.

2. During the conference: a) The employee's job description will be reviewed. b) The current job responsibilities will be discussed and reviewed. c) The employee's performance outcomes will be reviewed, the rating will be discussed, and additional comments or suggestions will be noted. d) The employee's strengths and any suggested improvements will be discussed. e) Changes in responsibilities and/or new responsibilities to be added for the next performance period will be planned. Any additional goals will also be discussed and documented.

PERFORMANCE EVALUATION
LEVELS OF ACHIEVEMENT

3 – Exemplary 2 – Good Work 1 – Needs Improvement
Scores of “1” & “3” require a comment

PERFORMANCE OUTCOMES

RATING

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TOTAL NUMERICAL SCORE: _____

AVERAGE SCORE: _____

Total added score divided by number of outcomes

PERCENT SALARY INCREASE: _____



PLANNING OUTCOME

PRINCIPAL STRENGTHS: _____

SUGGESTED IMPROVEMENTS: _____

PROGRESS MADE ON LAST YEAR'S GOAL(S): _____

GOAL(S) FOR THE COMING YEAR: _____

SUPERVISOR'S COMMENTS: _____

EMPLOYEE'S COMMENTS: _____

CHANGED RESPONSIBILITIES:

ADDED:

DELETED:

ADDITIONAL GOALS:

Training expiring in next 12 months:

Mandt Date Expiring _____

Medication Administration Date Expiring _____

CPR Date Expiring _____

First Aid Date Expiring _____

Have you received any traffic citations in the past year ? _____

If yes, please describe:

List of items completed:

Proof of current personal auto insurance attached: _____

Reviewed Bloodborne Pathogens: _____

Reviewed Driver Safety: _____

Reviewed Consumer Confidentiality: _____

Corporate Compliance Policy Reviewed: _____

Corporate Compliance Policy Reviewed _____

Harassment Policy Reviewed: _____

Do you need to update any of your "Emergency Contact" information? _____

Employee: _____ Date: _____









Support Services Director: _____ Date: _____

CEO: _____ Date: _____

Revised: 1/15

Cottonwood, Inc. Code of Ethical Conduct

This Code of Ethics embodies certain standards of conduct for Cottonwood, Inc. including staff members and boards of trustees as the work of the organization is carried out daily. In abiding by this code, it is understood that staff and board members view his or her obligations in as wide a context as the situation requires, taking all the principles into consideration and choosing a course of action consistent with the spirit and intent by which they were created.

-  **T** I shall promote inclusion and equitable **TREATMENT** for all people.
-  **H** I shall be **HONEST** in all communication and marketing endeavors internally and externally.
-  **U** I shall do my **UTMOST** to inform and advocate for the individuals served.
-  **M** I shall provide **MISSION** based supports and services with integrity, compassion, and respect for all individual differences and choices as a member of a well trained, competent and diverse staff.
-  **B** I shall adhere to professional **BOUNDARIES**, **act with integrity** and promote excellence for all staff.
-  **S** I shall serve as a responsible **STEWARD** for public and private funds, committed to the highest standards of conduct in all business and fiscal relationships.
-  **U** I shall **UNITE** with individuals to promote choice, inclusion, growth and development.
-  **P** I shall respect the **PRIVACY** and confidentiality of persons served.

These concepts are woven throughout Cottonwood's policies, job descriptions, corporate compliance plan, marketing, fiscal management, strategic planning, staff training, board orientation and performance reviews. They should be evident in all interactions with individuals served, co-workers, families, funders, and the public.

I am aware and will uphold the NISH Community Rehabilitation Program Ethical Standards, as listed on the back of this page.

If I become aware of any possible violations of the Code of Ethical Conduct, I should discuss it with my immediate supervisor, the Director of Human Resources, (785/840-1627) or another member of the Management Team.

I understand that violation of the Code of Ethical Conduct may be grounds for disciplinary action, up to and including termination.

Signature

Date

Revised: 03/31/2009

NISH COMMUNITY REHABILITATION PROGRAM ETHICAL STANDARDS

The Ethical Standards developed by the NISH Board of Directors present standards of conduct expected of NISH Affiliated Community Rehabilitation Programs. Whether a NISH Affiliate organization has an AbilityOne project or desires to participate in the AbilityOne program, these Standards represent essential qualities of conduct.

The Standards are:

1. We will treat people with disabilities with respect and put their aspirations and dignity first in the design and day to day operation of our organizations.
2. We will obey the law and regulations of the jurisdictions and authorities under which we operate, including Worker's Compensation, OSHA, and the Department of Labor.
3. We affirm that we are duly organized, validly existing, and in good standing under the laws of the jurisdictions, and have all the power and government authorizations necessary to own and operate our assets and carry on our business.
4. We will assure that our employees and our governing body avoids conflicts of interest.
5. We will maintain a governance structure that promotes public confidence.
6. We affirm that neither our organization, nor officers or directors are presently prohibited from participation in transactions by any federal agency, or have been indicted or convicted of or had a civil judgment for commission of fraud, or other criminal offense in regard to performing a public contract.
7. We will qualify people with severe disabilities accurately and in good faith with AbilityOne Program regulations.
8. We will affirm current compliance and agree to continued compliance with all laws and regulations applicable to federal government contractors, as well as all laws and regulations pertaining to participation in the AbilityOne Program.
9. We will file accurate and timely reports, including Committee for Purchase Annual Report 404 and IRS 990.