**C O T T O N W O O D, I N C O R P O R A T E D**

**JOB DESCRIPTION**

**Revised:** 5/2022

**DEPARTMENT:** Support Services **JOB TITLE:** Support Services Coordinator/Case Manager

**JOB SUMMARY:** Coordinates the development of the Person-Centered Support Plan. Monitors the quality, adequacy and appropriateness of services, supports, and resources offered to persons served. Completes job responsibilities according to KDADS policy and licensing regulations, HCBS/ IDD Medicaid waiver standards/guidelines, and Cottonwood policies and procedures.

**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 who 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. Must be able to pass all required background checks and drug screen.

**SUPERVISION RECEIVED**: Director of Support Services

**SUPERVISION GIVEN:** None

**THIS POSITION IS:** Non-Exempt

**JOB RESPONSIBILITIES:**

**Support Development**

1. Coordinate the development of the Person-Centered Support Plan and related initial and annual meeting tasks, including the annual quality oversight/assurance visit, for each consumer on caseload. Review for accuracy the Person Centered Service Plan as developed by the MCO.
   1. Complete intake process with consumer when initially assigned to caseload.
   2. Complete annual Support Plan within 365 days of prior year’s Support Plan effective date.
   3. Complete PCSP Checklist Phase 2 within 30 days after the effective date of the Support Plan.

**Behavior Support Plan**

1. Develop Behavior Support Plans as needed for consumers on caseload to outline consumer’s behavioral support needs, psychotropic medication treatment and/or limitation of rights. Obtain consumer/guardian consent for all psychotropic medication changes. Submit new, revised, or discontinued Behavior Support Plans to Internal Review Committee/Human Rights Committee (IRC/HRC) and annually present Behavior Support Plans to HRC.

**Case Records**

1. Maintain quality case records for each consumer on caseload as defined by KDADS, Ability One, and HCBS/IDD Medicaid waiver standards/guidelines.
   1. Maintain at least a 90% case record review (CRR) score for annual review period.
   2. Complete AbilityOne Individual Eligibility Evaluation (IEE) within 30-days of Consumer commencing (includes trial visit) Cottonwood Work Services or Work Enrichment Services and within 365 days thereafter.

**Billing**

1. Document and submit all billable activities in accordance with Targeted Case Management services for all consumers on caseload in a timely manner.
   1. Submit monthly billing by the second business day of the following month.
   2. Maintain at least an overall 65% billing average for the annual review period.

**Referrals**

1. Link consumers on caseload with medical, social, financial, and educational resources that are capable of providing needed services which enable the consumer to live his/her preferred lifestyle; includes coordinating crisis/exception waiver requests.

**Monitor and Follow-up**

1. Monitor each consumer’s services to help ensure that services are adequate and are being furnished in accordance with the consumer’s Person-Centered Support Plan and whether adjustments are needed.

**Primary Contact**

1. Serve as the primary agency contact for guardians, parents, and families for issues regarding the consumer.

**NEMT**

8. On occasion, provide non-emergency medical treatment (NEMT) services to/from medical

appointments, document, and submit required paperwork.

**Consumer/Customer Focus**

1. Protect and promote the rights, dignity, opportunities for choice, health and safety of persons served. Demonstrate caring relationships with each individual you work with using lavish praise and positive reinforcement.

**Mandated Reporter**

1. Demonstrate zero tolerance for abusive, neglectful, and/or exploitative acts towards

individuals served. Report any suspected incidents according to Cottonwood policies and procedures.

**Five and Fifty Rule**

1. Respond positively and professionally to individuals served, co-workers, supervisor,

agency staff, parents, guardians, and community representatives. Present positive, fair, and accurate image of the agency to the public. Support Cottonwood’s mission. Demonstrate the ***five and fifty rule***—greeting everyone when they are within five feet and smiling when they are within fifty feet.

**Work Management and Dependability**

1. 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.

* 1. 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).

**Teamwork**

1. Collaborate and problem-solve with others in a professional manner to ensure quality

care. Promote team participation, negotiation and follow through with assigned responsibilities.

**Communication**

1. Communicate effectively, positively and professionally both in verbal and written form.

Actively listen to understand fully the communicator’s message or needs.

**Problem-solve/Decision making**

1. Use observation, listening, questioning, and critical thinking skills to promote positive

resolutions of Consumer issues. Use good judgement. Seek advice when appropriate.

**Privacy/Confidentiality**

1. Respect the consumer’s right to privacy and confidentiality of information at all times,

even when off duty. Maintain strict confidentiality and HIPAA compliance regarding a consumer, his/her condition, care, services, and corresponding documents. Share information about Consumers, their condition, and care on a need-to-know basis. Do not discuss consumer issues with other consumers, the public, or with co-workers in a public setting.

**Training/Continuous Improvement**

1. Actively engage in quality improvement. Assure compliance with Cottonwood’s policies

and procedures and regulatory agencies. Maintain current training, certification, and/or licensure as required for the position by Cottonwood and regulatory agencies.

* 1. Complete initial certification process as outlined by KDADS.
  2. Complete 18 hours of case management/IDD related training per fiscal year.
  3. Annually review and agree to comply with KDADS “Rules of Conduct for Case Managers serving people with Developmental Disabilities”.
  4. Complete annual NEMT provider training requirements.

**Other Duties**

18. Perform other duties as assigned by supervisor.

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**