



JOB DESCRIPTION

Care Coordinator - Home & Community Based Services

Reporting to: Supervisor, Home & Community Based Services

EEO Category: Professionals

Created: 05/16/2017

FLSA Classification: Non-Exempt

PRO: Community Based - Clinical

Modified Date: 6/12/2018

POSITION SUMMARY

This position will utilize a strengths-based, recovery-focused approach in a professional manner to teach adults, living with serious mental illness, the skills they need in order to reach their individual recovery goals.

ESSENTIAL RESPONSIBILITIES

Case Management & Life Skills Services (60%)

- Provide case management and skills training services to clients toward overall goals
- Teach critical life skills (hygiene, personal care, safety, meal preparation, housekeeping, money management, social skills, etc.), as needed to reach the clients' goals including management of payee accounts
- Travel to provide services in a variety of flexible settings within the larger community
- Teach clients how to use community services (food pantry, library, public transportation, etc.)
- Assess critical skills functioning related to the consumer identified goals
- Coordinate with clients to assess and identify goals for a person-centered treatment plan for services
- Arrange referrals to external treatment domains or agencies, as needed
- Provide advocacy for clients and families, including attending referral-required meetings (CFTM, court, etc)
- Organize and conduct appropriate learning sessions in group and individual settings utilizing curriculums and structured trainings
- Complete appropriate assessments for functional impairments and strengths (ANSA/CANS, treatment planning, monitoring overall service delivery, etc.)
- Assist clients in obtaining and maintaining all benefits and entitlements
- Teach clients medication-related skills to increase compliance and provide opportunity for increased independent functioning
- Keep thorough documentation records of medication compliance

Coordination and Communication (15%)

- Build and maintain caring and trusting relationships with clients and family members, as well as a strong working relationship with Aspire staff and supervisors
- Build and maintain a strong network of external relationships, which may include DCS, other mental health agencies, health providers, community agencies, etc.
- Communicate effectively with Utilization Management staff regarding prior authorizations
- Become knowledgeable regarding community resources and maintain a strong referral network
- Collaborate and communicate with all parties involved in working towards client's identified goals
- Participate in performance management and coaching; respond appropriately to direction and constructive criticism from management
- Provide ongoing communication and feedback to assigned supervisor regarding position responsibilities

Reporting and Documentation (20%)

- Responsible for timely, thorough and accurate documentation and billing in the Electronic Health Record (EHR) according to Aspire policies and procedures
- Keep timely, thorough and accurate progress notes, document next steps, and update treatment plans accordingly

- Seek and routinely document clinical supervision on all individual cases
- Timely completion and maintenance of case and agency paperwork according to Aspire standards and as required by external agencies (C/ANSA, BPHC, payee, etc), as well as internal unit and organizational reports and documentation
- Timely completion of all required unit and/or organizational reports and/or documentation according to policies and procedures (e.g. PTO requests, expense sheets, training requests, TB documentation, car insurance, etc.)

Professional Development (5%)

- Complete and maintain compliance with required trainings and education required for the position
- Successfully acquire and maintain ANSA and/or CANS certification(s), per position requirements
- Participate in appropriate team and/or administrative meetings, assigned committees, in services, and other continuing education/training
- Proactively create and execute a professional development plan to stay current within field

Core Values

- **People** – Passionately believes in people and embraces diversity
- **Integrity** – Does the right thing even when no one is looking
- **Laughter** – Believes that laughter is truly the best medicine
- **Learning** – Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** – Sets an intentional culture of personal responsibility; believes everyone carries the load
- **Relationships** – Serves colleagues and consumers with love, empathy and compassion

Position-Specific Competencies

- **Flexible:** Ability to move between multiple locations as required for position, quickly adapt to the consumer and the location, and address emergent situations
- **Problem-solver** - Critical, creative thinker in solving problems and reaching goals with consumers
- **Collaborative** - Work cooperatively with consumer and family members (if applicable), as well as outside treatment agencies, to reach recovery goals identified in consumer treatment plan
- **Detail-oriented** - Exercise organizational discipline in maintenance of accurate documentation systems and case management practices
- **Effective communicator** – Use 2-way communication that demonstrates warmth, clarity, and professional consideration for consumer and staff beliefs, values and judgments

CRITICAL FUNCTIONAL SKILLS & KNOWLEDGE

Education

- Bachelor's degree in social work, psychology, or a directly-related human service field from a college/university accredited by the US Department of Education required

Experience

- Two (2) years directly related experience in past professional and/or nonprofessional roles highly preferred

Other

- Ability to meet or exceed metric standards that have been established for this organizational level or position within Aspire
- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Demonstrate respect for client confidentiality practices
- Must be able to work independently as well as collaboratively within a team setting
- Knowledge and application of utilizing social service systems (Medicaid, Social Security, Corrections, etc.)
- Must be able to demonstrate the effective use of Aspire's Electronic Health Record (EHR)
- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment (fax machine, copier, scanner, computer, telephone system, etc.)
- Must be detail oriented, have excellent organizational skills and be flexible

- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines
- Show appreciation for and ability to respond to cultural differences, and adjust communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Must comply with all Aspire policies and procedures, as well as Aspire's Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates and/or agents
- Must possess/maintain a valid driver's license, current automobile insurance and a driving record that meets the guidelines and requirements of the organization
- Must have reliable transportation to transport self/others and to attend trainings and/or meetings
- Display a positive work ethic

PHYSICAL DEMANDS & WORKING CONDITIONS

The nature of work may generate considerable physical (transporting, moving, assisting clients, etc), mental and visual demands. The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Community-based environment with heavy travel throughout the community in various types of weather/conditions; working from a mobile office when needed
- Heavy exposure/use of computers, cell phones, office phones, etc.
- Daily, weekly, monthly and annual deadlines
- Ability to communicate effectively by phone or in person
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc.
- Frequently required to be physically mobile (stand, walk, reach, use hands and finger, stoop, kneel, crouch or crawl, climb, balance, bend) throughout work hours, and also the ability to sit for prolonged periods throughout work hours
- Manual dexterity sufficient to operate keyboard, copier, telephone, calculator, and the ability to write and/or type
- Ability to regularly lift files, open filing cabinets, climb to reach higher files and lift average-weight objects up to 25 lbs; must be able to occasionally lift and/or move 50 or more pounds
- Must be able to respond appropriately and effectively in crisis situations by using good judgment and following Aspire protocols

Background Checks

Employment is contingent on background checks as required by Aspire's policies which may include: Drug Test, Criminal History, Driving History Record, Sex Offender Registry Search, State Central Registry Check, Employment Verification, Education Verification, and Professional References

Supervisory Responsibilities

This position has no supervisory responsibilities

Work Hazard Category

Category II - Tasks that may involve exposure or potential exposure to blood, body fluids or tissues. Appropriate protective equipment will be readily available to every employee engaged in Category II tasks.

Employee Statement of Understanding

I have read and understand the job description for my position. I understand this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I will strive to uphold the mission and vision of the organization. I am required to adhere to the values in all my interactions with customers and fellow employees.

As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

Employee Signature

Date

Printed Name