



## JOB DESCRIPTION

### Care Coordinator/Life Skills Instructor - Deaf Outpatient Services

**Reporting to:** Director, Deaf Services

**EEO Category:** Professionals

**Created:** 7/24/2017

**FLSA Classification:** Non-Exempt

**PRO:** Home, Community Based

**Modified:**

#### **POSITION SUMMARY**

This position provides behavioral health and/or child welfare related services to clients and their families in community and home settings in order to achieve their identified recovery goals.

#### **ESSENTIAL RESPONSIBILITIES**

##### **Case Management & Life Skills Services (60%)**

- Provide case management and skills training services to clients toward overall goals
- Travel to provide services in a variety of flexible settings within the larger community
- 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 age-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 client in obtaining and maintaining all benefits and entitlements
- Work with families to help client achieve their goals (open to communicating and listening to family members, teaching family skills, etc.)

##### **Coordination and Communication (25%)**

- Build and maintain caring and trusting relationships with clients and identified family members, when applicable
- Build and maintain a strong network of external relationships, which may include DCS, other mental health agencies, health providers, probation, schools and community agencies, etc
- Collaborate and work effectively with a multi-disciplinary team
- Collaborate and communicate as needed to maintain a strong referral network
- Collaborate and communicate with all parties involved in working towards client's' identified goals

##### **Reporting and Documentation (10%)**

- Complete documentation and billing in MIX according to policies and procedures
- Keep timely, thorough and accurate progress notes, document next steps, and update treatment plans accordingly
- Seek and document routinely clinical supervision on all individual cases
- Timely complete and maintain 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 complete 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%)**

*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.*

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

## **COMPETENCIES**

### **Core Competencies**

- **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

## **CRITICAL FUNCTIONAL SKILLS & KNOWLEDGE**

### **Education**

- Bachelor's degree in social work, psychology, or a directly related human service field from an accredited university **OR**
- Other Bachelor degrees will be accepted in combination with a minimum of five (5) years experience working directly with families in the child welfare system or other pertinent related experience

### **Experience**

- Fluency in American Sign Language (ASL) required
- Two (2) years directly related experience in past professional and/or nonprofessional roles required
- Knowledge and application of utilizing social service systems (school systems, child welfare, corrections, etc.) highly preferred

### **Other**

- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Must be able to work independently as well as collaboratively within a team setting
- Must be knowledgeable of social service systems (Medicaid, Social Security, etc.), community resources, legal systems and child welfare systems
- Must be able to demonstrate the effective use of Aspire's Electronical Medical Record (EMR)
- 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)

- Responsible for complying with Aspire Indiana's Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Must comply with all Aspire policies and procedures
- 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 and others
- 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.

- Mobile office environment with heavy travel within the community
- Heavy exposure/use of computers, cell phones office phones, etc.
- Daily, weekly, monthly and annual deadlines
- On-call responsibilities after working hours and on holidays to manage emergencies that may arise
- 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.
- Manual dexterity sufficient to operate keyboard, copier, telephone, calculator, and the ability to write and/or type
- Ability to be physically mobile (stand, walk, sit, climb, bend) throughout work hours
- Must be able to occasionally lift and/or move 50 or more pounds
- Must be able to respond appropriately in crisis situations by 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

### **Vaccinations**

For those employees who have direct patient contact, it is recommended by the CDC that a record of immunizations be documented and retained in a health personnel file. Written documentation (vaccine record) or titres (blood testing) may be needed to determine immunization status.

### **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 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 understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor and I will strive to uphold

the mission and vision of the organization. All employees are required to adhere to the values in all their interactions with customers and fellow employees.

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Employee Signature

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Date

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Printed Name