



JOB DESCRIPTION

Care Coordinator/Life Skills Instructor - Supervised Group Living

Reporting to: Supervisor, Supervised Group Living

FLSA Classification: Non-Exempt

EEO Category: Professionals

PRO: Residential

Created: 3/14/2018

Modified Date: 4/16/2018

POSITION SUMMARY

This position will assist consumers in identifying, obtaining, negotiating, and maintaining resources and services they both want and need to be successful and satisfied in the environment of their choosing.

ESSENTIAL RESPONSIBILITIES

Clinical and Community Services (60%)

- Establish a close bond and orient consumers to psychiatric rehabilitation process
- Teach critical skills (e.g. hygiene, personal care, safety, meal preparation, housekeeping, money management, social skills, etc.), as needed to reach the individual's goals
- Teach clients how to use community services (food pantry, library, public transportation, etc.)
- Assess critical skills functioning related to the consumer identified goals
- Provide medication monitoring/management in individual and/or group setting
- 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
- 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
- Organize and supervise community based activities for consumers
- Develop resources, connections, and contacts in the community
- Refer/link consumers to community opportunities in order to gain or regain a valued role in society

Coordination and Communication (10%)

- Build and maintain caring and trusting relationships with clients and family members
- Build and maintain a strong network of external relationships (which may include DCS, other mental health agencies, health providers, community agencies, etc.)
- Effectively communicate with the Utilization Management staff regarding MRO 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

Reporting and Documentation (20%)

- Complete documentation and billing in MIX according to Aspire 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 completion and maintenance of case and agency paperwork according to Aspire standards and as required by external agencies (ANSA, NOMS, etc.), as well as internal unit and organizational reports and documentation

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- 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 (10%)

- 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

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

- **Patient** – Achieve recovery goals by working with clients in steady and helpful manner
- **Detail-oriented** – Ensure accurate medication delivery with meticulous record keeping and follow through
- **Composed** – Remain calm in crisis situations to ensure consumer safety and well-being; Executes Aspire’s crisis management process to mitigate and resolve surprise situations
- **Effective communicator** – Use 2-way communication that demonstrates clarity, care and consideration for clients beliefs, values and judgments
- **Collaborative** – Work with Residential Team to support and execute customized client care plans

CRITICAL FUNCTIONAL SKILLS & KNOWLEDGE

Education

- Associate’s or Bachelor’s degree in social work, psychology, counseling or a directly-related human service field from a college/university accredited by the US Department of Education preferred
- If unrelated degree, must have experience in a service capacity to individuals in need (e.g. youth, elderly, physically, emotionally and/or mentally disabled, special needs, etc.) and some related course work as determined through review of college transcript

Experience

- Directly related equivalent experience/competencies in past professional and non-professional roles strongly 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
- 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 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

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- 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/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.

- 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

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.

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As an employee, 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.

Employee Signature

Date

Printed Name

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