



To support individuals with physical and mental disabilities to live an independent life with the freedom to select needed services in their home. To assist the individual and family with receiving services in the home without being placed in a long-term facility. Utilize casework skills in obtaining essential information, assist consumers and members of their families, and aiding them to utilize available resources. Provide service in accordance with existing policies, procedures and regulations from the company, the Office of Long Term Living and in accord with the mission and values of the company.

**SUMMARY:** Coordinate, develop, and monitor the care planning process and follow up for each consumer. Serve as an advocate and liaison for and on behalf of consumer's benefits.

**REQUIRED:** Personal Computer (Windows PC), Printer, Microsoft Office.

**TRAVEL:** Travel is primarily local during the business day, although some out-of-area travel may be expected.

### **Community-Based Support Coordination**

Together with the individual and his/her family, a support coordinator develops the Person Centered Planning Tool; assists the individual in identifying service needs and researching service providers; and writes the Individualized Service Plan (ISP), which authorizes services and service providers.

Support coordinators assist individuals with accessing services from:

- natural supports offered within the local community
- appropriate services offered through other state agencies
- DDD-funded programs and services

Support coordinators conduct monthly monitoring to:

- ensure the individual is receiving the services authorized in the Individualized Service Plan
- ensure the services continue to meet the individual's needs
- provide follow up as needed
- check in on the individual's health and safety

Support coordinators monitor an individual's progress and services through:

- monthly phone contacts
- quarterly face-to-face visits
- annual home visits

### **Minimum Requirements (education, experience, etc.)**

- Educational Requirements: Bachelor's degree (B.A.) from a four-year college or university in Social Work, Sociology, Human Services, Gerontology or Psychology is required.
- At least on (2) year professional experience in resource management or one (2) year professional experience in rehabilitation.
- One (1) year of experience in working with individuals with Autism or traumatic brain injuries (TBI) preferred.
- Possession of a valid driver's license and access to a private vehicle for day-to-day job performance due to making home visits requiring frequent local travel. The Agency also requires a Motor Vehicle Record Check.
- Able to pass State and Federal background checks.

**Personal Characteristics:** Comfortable performing various projects in conjunction with day-to-day activities. Ability to get along with diverse personalities; understanding, mature, and flexible. Possess strong judgment, problem-solving and reasoning abilities. Must possess strong oral and written communication skills; resourceful and well organized; comfortable with team process; ability to establish credibility; be decisive, assertive and persuasive.

**Functions:**

- Maintaining current documentation of the consumer's eligibility for waiver services, copies of the consumer's individual service plan, and individual budget, financial data and related information, managing consumer records, ISPs, meeting with consumers, documenting via service notes.
- Collaborate with consumers, caregivers, physicians and other providers to develop a comprehensive ISP/SAF.
- Conducting intake and assessments for new consumers as well as annual assessments for existing consumers.
- Knowing each consumer on a personal basis and being aware of the consumer's strengths and weaknesses, and the consumer's general plans to achieve his/her desired lifestyle.
- Monitoring the health and welfare of the consumer and the quality of services provided to the consumer through personal visits and telephone calls.
- Linking the consumer to all needed medical services regardless of the source of payment.
- Assisting consumer in identifying contractors/vendors for environmental modifications and specialized medical equipment who meet provider qualifications. Providing follow-up with selected contractors and assuring consumer satisfaction. Documenting as required.
- Ensuring that each consumer has a comprehensive Person Centered ISP and accurate individual budget.
- Reviewing & updating the ISP/SAF twice a year or more frequently if needed.
- Adheres to Agency code of ethics and complies with the Federal, State and Agency Mandated Regulations/guidelines/standards applicable to the HCBS Waivers and Aging Waiver including complying with all reporting requirements and general standards of the waivers.
- Function as a liaison to external agencies and shares information to others, which may impact care and/or services of consumers
- Accurately identify and prioritize at risk consumers
- Effectively communicate ISP/SAF plans and other consumer related activities both verbally and in writing to appropriate sources.
- Coordinate preventative opportunities/measures promote early identification and interventions
- Participate in the marketing of the agency
- Identify, report, and address quality issues through observation and data sources.
- Complies with the agency standard for service coordination/case management.
- Obtains information from consumers, families, and/or involved services necessary for the identification of needs and writes the ISP.
- Develops Life Management Plan, Plan of Care, or ISP for each consumer as appropriate.
- Prepares service authorization for approval.
- Assists consumers and their families in acquiring supportive services.
- Provides supportive counseling to consumers and their families to aid them in achieving a more independent life style.
- Makes referrals to protective and supportive services for consumers and their families who are in situations detrimental to their well-being or that of the community.
- Coordinates all services.
- Prepares reports, case notes, contact sheets, correspondence, and related work as required.

**CONSISTENT SUPPORTS COORDINATION, LLC | 1 NESHAMINY INTERPLEX SUITE 104 TREVOSSE PA 19053 | 215-962-1504**

- Complies with HIPAA privacy and security regulations that govern disclosure of protected health information.
- Must be available Monday-Friday 8:30am-4:30pm
- All other duties as assigned.