

POSITION TITLE: DESIGNATED COORDINATOR

REPORTS TO: DESIGNATED MANAGER OR OWNER

STATUS: NON-EXEMPT

JOB SUMMARY:

The Designated Coordinator (DC) is responsible for reporting directly to the Designated Manager. The DC provides supervision, support and evaluations of activities for individuals receiving services. The DC complies with Coordinated Service and Support Plans for individuals in according to federal and state regulations and the organization's policies and procedures to ensure the quality delivery of services to all individuals served. The Designated Coordinator is required to be competent to perform the required duties through education, training, and work experience relevant to the primary disability of persons served by the license holder and the individual persons for whom the Designated Coordinator is responsible.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Every effort has been made to make this job description as complete as possible, however in no way is it stated or implied that these are the only duties you are required to perform; other related duties necessary to meet the needs of the organization may be assigned to you.

- The Designated Coordinator must provide supervision, support, and evaluation of activities that include:
 - Oversight of the license holder's responsibilities assigned in the person's coordinated service and support plan and the coordinated service and support plan addendum;
 - Taking the action necessary to facilitate the accomplishment of the outcomes according to the requirements in section 245D.07;
 - Instruction and assistance to direct support staff implementing the coordinated service and support plan and the service outcomes, including direct observation of service delivery sufficient to assess staff competency; and
 - Evaluation of the effectiveness of service delivery, methodologies, and progress on the person's outcomes based on the measurable and observable criteria for identifying when the desired outcome has been achieved according to the requirements in section 245D.07.
- Maintains and performs periodic audits of individuals served case files in order to ensure accurate documentation of program related delivery of services.
- Maintains record keeping systems, recommends and executes correction plans resulting from citations.
- Maintains professional and influential relationships with support team members and consultants; provides effective recommendations to resolve dissatisfaction with contracted services.
- Makes recommendations about the type and amount of home and community-based services and, in consultation with the legal representatives, coordinates the startup, delivery and continuing schedule of all home and community-based services.
- Maintains and summarizes data for reports on the outcomes of services for the persons-served, legal representatives, case managers and support team members on a requested basis.

- Manages health services as assigned for individuals served ensuring effective and timely delivery.
- Administers medical or health related services including, proper documentation of all prescribed medication, treatments, diet and/ or exams.
- Coordinates appointments for all health or consultant related services including nursing, specialist services, physicians, psychologists, and all other consultants ensuring resolution of outstanding issues.
- Coordinates staff scheduling for and coordinates the delivery of all authorized methods to achieve service outcomes, including those related to supervision and monitoring, behavior management, activities of daily living, mobility and use of senses, use of the community, health and emergency intervention,
- Monitors the prudent and safe disbursement and documentation of individual's funds as assigned responsibility.
- Administers the financial resources of the program and petty cash accounts.
- Monitors on-going performance of all subordinates and completes periodic performance evaluations.
- Implements Coordinated Service and Support Plans (CSSPs) according to rules and regulations.
- Prepares the CSSP Addendums on service areas and other applicable information.
- Develops, implements, maintains the Individual Abuse Prevention Plans (IAPPs) for each individual served.
- Trains staff on 245D requirements for program and service recipient needs; and other training topics.
- Processes reports of potential abuse, neglect, or financial exploitation, if necessary, notifying outside agencies, and participates with internal investigation conducted by the internal reviewer.
- Develops professional relationships with case managers, consultants and other members of the support team; maintains knowledge of their satisfaction with services and methods and acts to resolve dissatisfaction.
- Develops and maintains professionally appropriate and therapeutic relationships with individuals, families, support team members, and direct service professionals.
- Prepares measurable data based the CSSPs, CSSP Addendums, and support team design; and summary assessments authorized by the case manager.
- Trains and supervises Direct Support Professionals (DSPs), and ensures the necessary support to be provided to individuals served to achieve the goals of each plan.
- Monitors on-going performance of all subordinates and completes periodic performance evaluations.

FINANCIAL MANAGEMENT:

- Coordinates the expense control, utilization and program related billing of all services.
- Works to schedule the delivery of all contracted services to the proposed limits, subject to the needs of the family and the authorization of the case manager.
- Coordinates the effective completion of time records, billing sheets and produces timely and accurate billings of all collateral and direct services.
- Coordinates the prudent spending and documentation of assigned financial resources within the limits set by the company.
- Documents and accounts for all company and individual-related expenditures according to the prescribed procedures.

LICENSING STANDARDS:

- Maintains all employment standards, required training and licenses.
- Completes initial assessments as needed for individuals served.
- Attends staff meetings and all required training sessions to meet licensing requirements.
- Participates in the orientation and ongoing training of the program staff.
- Obtains and demonstrates a working knowledge of program and personnel policies and procedures.
- Attends and participates in a variety of education programs designed to increase knowledge and experience in the field.
- Possess and maintain a valid driver's license and personal vehicle for use in performing work related activities and maintain necessary insurance coverage.

SUPPLEMENTAL JOB DUTIES AND RESPONSIBILITIES:

- May perform the duties and functions of other staff.
- Performs other related duties and responsibilities as required or assigned by the Owner
- Ensures that the work environment is safe, harassment and discrimination free. Immediately reports any unsafe work practices or hazards, or discriminating practices observed or suspected.
- Has regular contact with individuals served, staff, family members and the general public.
- Is subject to frequent problem-solving activities.
- Agrees, at all times, to serve as a positive role model for the individuals served and employees.
- Agrees that he/she must conduct him/herself at all times in a professional manner when representing the company, its services, and personnel positively and in a manner that will not be construed as defaming or slandering.
- Agrees, at all times, to treat individuals served with dignity and respect in the performance of the duties outlined in this job description.
- Attends relevant training sessions and incorporates pertinent information into the program design.

SKILLS AND KNOWLEDGE:

MINIMUM:

- The Designated Coordinator and must minimally meet one of the following:
 - a baccalaureate degree in a field related to human services, and one year of full-time work experience providing direct care services to persons with disabilities or persons age 65 and older;
 - an associate degree in a field related to human services, and two years of full-time work experience providing direct care services to persons with disabilities or persons age 65 and older;
 - a diploma in a field related to human services from an accredited postsecondary institution and three years of full-time work experience providing direct care services to persons with disabilities or persons age 65 and older; or
 - a minimum of 50 hours of education and training related to human services and disabilities; and; four years of full-time work experience providing direct care services to persons with disabilities or persons age 65 and older under the supervision of a staff person who meets

the qualifications identified in clauses (1) to (3).

- Ability to read, write and speak English at a level that meets the performance requirements; or must be able to communicate in the language spoken by the individual served at a level that meets the performance requirements; whichever is deemed more important by the company.
- Ability to work independently with minimal instruction and make independent decisions when circumstances warrant such action.
- Ability to meet licensing requirements of the state and county.
- Ability to maintain good employee relations and morale.
- Willingness to take initiative and adapt to circumstances.
- Ability to follow daily routines while allowing for flexibility and planning creative alternatives.
- Ability to implement any therapeutic interventions as required.
- Ability to work in a variety of settings and with a variety of level of personal care needs without direct supervision.
- Ability to effectively use a computer and software, calculator, household appliances, smoke alarms, etc. with training.
- Ability to accept and incorporate new methods into existing practices.

WORKING CONDITIONS:

- Is subject to frequent interruptions, imposed deadlines and frequent problem-solving activities.
- May be subject to hostile and emotionally upset individuals served, staff, family members, visitors and personnel from other agencies.
- May be exposed to a variety of conditions, infectious diseases, odors, dust, etc. throughout the working hours.
- Regularly travels in the community, drives a vehicle and transports individual with disabilities and will be asked to use own vehicle (with paid mileage).
- Is subject to flexible hours, including split shifts or varied days and times including mornings, afternoons, and evenings, holidays, weekends and overnights depending on coverage needs.
- Works in a variety of settings inside and outside the program site and throughout the community.
- Work locations may vary according to the needs of the company and staffing requirements. May be assigned to work sites throughout the various counties contracted for services with the company, including reassignment to a different shift when the scheduled shift has been cancelled.
- May be exposed to animals, including but not limited to dogs, cats, pet rodents, birds or pet reptiles.
- Is subject to a dress code of business casual dress during working hours.

PHYSICAL DEMANDS

- Sits, stands, walks, bends and moves intermittently during working hours.
- Lifting/transferring requirements vary based on assigned caseload.
- Ability to master the use of all therapeutic interventions, necessary to meet the needs of assigned individual with disabilities.
- Must possess sight/hearing senses or use prosthetic services that will enable these senses to function adequately.
- Ability to move intermittently throughout the work day.

I have read the above job description and fully understand the requirements set forth. I accept the position of DESIGNATED COORDINATOR and agree to abide by the requirements set forth. I will perform all duties and responsibilities to the best of my ability.

(Designated Coordinator)

(Date)

(Owner)

(Date)