

COMMUNITY OPTIONS INC.
JOB DESCRIPTION
ASSISTANT DIRECTOR OF SUPPORT COORDINATION

PURPOSE: The Assistant Director of State Services (AD-SS) handles all case management for clients on the waiting list for COI and provides mediation and advocacy to individuals with disabilities and assists them in obtaining quality services in accordance with Community Options Inc. value statements. The assistant director is also responsible for securing a variety of key evaluations of individuals with disabilities.

This position is responsible for supervision of state funded services including case managers and family support staff and the performance of their job duties. Responsibilities include day-to-day oversight of the programs and training of staff. The assistant director directly reports to the case management director.

QUALIFICATIONS: Minimum of a bachelor's degree in education, human services, social work, psychology or related field is required. At least two years of recent experience in case management is required and at least one year of supervisory experience or equivalent experience is preferred. Must be willing and able to become SIS certified within the first year of work. Must be able to learn complex computer web-based applications and databases. Must be able to understand often complex rules and regulations for various programs. Must have reliable transportation, acceptable criminal background check and driving record.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Intake Responsibilities

- Receives and follows up on requests for services as dictated by the State of Colorado and Community Options. Fields phone calls and drop-ins from people requesting information.
- Provides education to those requesting services: funding, information on providers and other information recommended for a participant/families to make decisions.
- Assures the IDD determination process is implemented in timely fashion and that the process runs efficiently from determination through assignment to case manager.
 - Collects necessary documentation and secures proper assessments for assembling an intake packet.
 - Assures proper assessment of level of care for each applicant.
 - Conduct PASRR-DD determinations as assigned, Level II assessments and possible enrollment are completed as required by HCPF.
 - Provides Supports Intensity Scale (SIS) assessments.
- Maintain caseload of those individuals 14 years old and older who are not receiving family support services. As appropriate, re-evaluates eligibility of those who have reached age 14.
- Generates Notice of Action/803 when required.
- Facilitates enrollments into Supported Living Services (SLS) as clients come of age.
- Facilitates enrollment for children transitioning from foster care.
- Facilitates determinations for people with developmental/intellectual disabilities who are new to the system.
- Tracks all IDD determinations.
- Creates Requests for Placements (RFP) and manages the process.
- Once determination and intake are complete, works with the case management director to determine assignment to a case manager.
- Assures all intake packets are well organized and maintained up to date. Updates and maintains forms that meet processes needed.
- Enters necessary information on approved state systems such as: Business Utilization System (BUS), CCMS.
- Works with the case management director in the management of the waiting list.
- Serves as liaison for occasional enrollments for services from the DD waiting list. Facilitates enrollments into services chosen by the individual.

- In concert with the case management director, provides transitional case management services for anyone transferring from another Community Centered Board.
- Along with the case management director, submits requests for emergency enrollments for those on the waiting list.
- Provides outreach to other entities to facilitate and educate them regarding the referral and intake process.

Supervision

- Direct supervision of state funded case managers and family support manager to ensure quality and satisfaction is obtained and rules are followed. The assistant director will monitor staff so they utilize and implement their knowledge of the developmental and intellectual disabilities system and utilize working knowledge of relevant rules, regulations, policies and procedures, laws and guidelines appropriately.
- Responsible for the hiring, training, performance reviews and separations in the State Services Department.
- Assure that staff complete all required paperwork in a timely manner.
- Review Service Plans (SP) or Individual Family Services Plan (IFSP) to assure the plans meet all requirements and are conducted in timely fashion by the case manager.
- Maintain all HCPF department data systems i.e. CCMS.
- Assist staff in locating funding and needed services to meet individual/family needs/desires and ensures that individuals are enrolled in any appropriate entitlements.
- Assist State case management and family support manager with crisis/placement resolution and mediates situations if necessary.
- Assists staff in appreciating contributions and gifts of individuals in program.
- Demonstrates an interest in matters pertaining to the staff through participation in pertinent staff meetings.

Administrative Duties

- Maintains familiarity with all applicable laws, IDD rules and regulations and HCPF Volume VIII. Functions as a resource for the information contained.
- Carries a caseload of individuals enrolled in Medicaid and state services and is responsible for performing all the necessary duties for that caseload. This is to assure that the Assistant Director is “up to speed” on all the case management functions.
- Responsible for making certain that all client information is inputted into the CCMS system and is accurate and up to date.
- Assures all state timelines are met.
- Assists the case management director with quality assurance reviews.
- As needed, reviews incident reports, initials and passes off to appropriate case manager.
- Attends meetings with case management director as needed and required.

Relationship Collaboration

- Performs duties and conducts interactions with all agency staff, persons served and the public in a manner consistent with COI Value Statement and in an effective, respectful and confidential manner.
- Promotes and maintains appropriate professional and ethical relationships in accordance with policies and procedures and rules and regulations.
- Establishes and maintains rapport with program staff.
- Promotes information sharing with other agencies by being an active member in various outside committees: Adult Protection, Region 10/ADRS, HRC and other agency committees as needed or recommended.

Other Duties

- Plans and organizes work effectively, including utilization of time at the worksite and putting first things first. Addresses important as well as urgent issues. Adapts to changes in workload.
- Promotes a sense of responsibility and professionalism.
- Performs complex writing skills at a professional level and in a timely manner.
- Demonstrates desire for continuing professional development through participation in in-service training and/or outside classes/workshops.

- Utilizes conflict resolution, negotiation, crisis interventions and mediation skills as required.
- Demonstrates an attitude of concern and respect for needs and interest of persons receiving services, and providers involved with the individual receiving services.
- Demonstrates understanding and respect for the rights of individuals receiving services and actively works to safeguard client rights.
- Works with minimal supervision.
- Willing to travel statewide periodically.
- Performs other responsibilities as assigned.

PHYSICAL DEMANDS/ENVIRONMENTAL CONDITIONS: Assistant Directors spend numerous hours at a computer terminal. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Assistant directors must guard against repetitive motion injury because they may make substantial movements (motions) of the wrists, hands and/or fingers.
- Assistant directors must exert up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly.
- Administrative work involves sitting most of the time, however, assistant directors are occasionally required to walk or stand, stoop, kneel or crouch. Ascending and descending stairs is required.
- Assistant directors must be able to reach forward, backward and upward with hands and arms as well as use fingers for grasping, picking, pinching or typing.
- Specific vision abilities required by this job include close visual acuity to prepare and/or analyze data, view computer terminals, view written documents and engage in extensive reading.

SUPERVISION: The assistant director of case management reports directly to the case management director. The assistant director of case management supervises the state services case management staff and the family support manager.

I have read this job description and can perform all the essential duties of the position with or without reasonable accommodation.

Print Name

Sign Name

Date