Position Title: Supports Coordinator, Home and Community Based Services
Reports To: Support Coordinator Supervisor
Time: 9AM–5PM
Days: Monday–Friday
Hours Per Week: 40
Division/Department: Home and Community Based

Summary:
This position provides oversight of HCBS services within the community and within individual homes. Provides supervisory support to direct reports and ensures the quality of program services for consumers within areas of responsibility.

Necessary Equipment and Access:
Personal computer (Microsoft Office Suite and HCSIS), telephone, photocopier, fax machine, desk, chair and file cabinet.

Work Environment and Physical Demands:
Work is performed both in an office setting and in the field. Employee may be asked to attend meetings outside of the primary worksite. This position has physical requirements which may include but are not limited to:

a) The operation of basic office equipment such as a copier, fax machine, computer, keyboard, calculator, telephone;
b) The ability to frequently sit, stand, bend, lift, carry, push and pull (20 lbs.) with or without reasonable accommodations to perform the essential responsibilities of the position;
c) Travel either by personal vehicle or public transportation to local and regional destinations to perform the essential responsibilities of the position. In some situations, national travel may be requested or required.

Essential Responsibilities:
1. Manage State and Medicaid Home and Community-Based Waiver Programs.
2. Assist LSC Leadership in the monitoring and successful achievement of program goals and objectives.
3. Ensure compliance of program, services and staff with regard to appropriate regulations.
4. Monitor HCBS contracts within the region of responsibility and serve as operations liaison with assigned subcontractors and program monitors.
5. Ensure compliance, accuracy and timeliness of statistical information, documentation, internal tracking procedures and reports submitted by assigned staff.
6. Initiate, monitor and provide ongoing oversight of consumer service plans, transitional services, eligibility requirements and individual progress in Medicaid Home and Community Based Waiver Programs to ensure timely and effective services for consumers.
7. Create and enhance relationships and services between community agencies and Legendary Support Coordination, LLC to better assist consumers choosing to transition from institutions into the community.
8. Demonstrate ability to serve as a professional and positive representative of LSC.
9. Ensure responsiveness to DPW/OLTL requests for information and attendance/participation of staff and subcontractors at DPW/OLTL training and technical assistance meetings.
10. Advocate for and represent consumers who request support and for those who are unable or incapacitated to advocate for themselves.
11. Participate in activities advocating systems changes, promoting and providing community education as assigned.
12. Monitor and ensure a positive approach to problem resolutions for our consumers.
13. Attend department training and technical assistance meetings as required and ensure supports coordinators meet established training requirements.
14. Complete all assigned documentation, reports and assignments in a timely manner.
15. Participate in quality assurance activities; contributes to program enhancements; supports consumer groups as assigned.
16. Other work-related duties as assigned.

**Minimum Qualifications:**
Have at least 3 years’ experience in public or private social work
And a Bachelor's degree.

OR
Have an equivalent to the above of experience and training including completion of 12 semester hours of college-level courses in sociology, social welfare, psychology, gerontology or other related social sciences.
Graduate coursework in the behavioral sciences may be substituted for up to 2 years of the required experience.
Behavioral sciences include anthropology, counseling, criminology, gerontology, human behavior, psychology, social work, social welfare, sociology and special education.

**Skill Requirements:**
• Must have exceptional interpersonal skills and be able to deal with differing personalities on a daily basis.
  Must have ability to interact with people on all levels of the organization in a professional manner.
• Must have effective and professional communication skills (verbal and written).
• Must have proven organizational skills. Must be able to independently prioritize.
• Consumer Interaction: must be able to maintain positive interactions with consumers, their families and Attendants. Must uphold the Independent Living Philosophy.
• Appropriate confidentiality of consumer information is required at all times.

**Position Competencies:**
1. Demonstrates personal integrity, credibility and flexibility within the scope of the job responsibilities.
3. Demonstrates the ability to utilize a wide range of appropriate knowledge, skills and abilities to achieve desired outcomes within the scope of the job responsibilities.
4. Demonstrates the ability to understand, interpret, and uphold LSC policies.
5. Demonstrates the ability to accept diversity in others and to treat all individuals with respect.
6. Demonstrates the ability to evaluate options, make decisions and accept accountability within the scope of job responsibilities.
7. Demonstrates the ability and initiative to resolve potential or actual problems effectively and diplomatically.
8. Demonstrates the ability to participate as an active member of a work team.
9. Demonstrates the ability to communicate effectively both verbally and in writing.
10. Demonstrates the ability to learn through the supervisory process.
11. Demonstrates the ability to incorporate new knowledge and skills into work performance within the scope of the job responsibilities.
12. Demonstrates the ability to organize and manage own workloads and priorities.
13. Demonstrates the ability to collect, retrieve and manipulate computerized data.
14. Demonstrates the ability to provide supervisory leadership and support for attendants of assigned consumers.
15. Demonstrates the ability to perform the responsibilities and functions of the position.

My signature is an acknowledgement and indication that I have read and received a copy of this position description. My signature also indicates that I had the opportunity to ask questions surrounding this position and make necessary requests for accommodations.

Employee Signature  Date

Supervisor Signature  Date

At the end of the shift please provide a completed task sheet and email all notes completed. If any spreadsheets have been updated, please also send an updated copy of the spreadsheet.