

## **Case Manager II – ID Supports Coordinator**

### **OVERALL OBJECTIVE OF JOB**

This position is responsible for providing supports coordination and advocacy services to an assigned caseload of individuals with intellectual disabilities. A Supports Coordinator assists consumers in accessing, linking, coordinating, and monitoring needed resources, supports, and services to ensure the consumer's health and safety and promote independence of functioning.

### **ESSENTIAL FUNCTIONS OF JOB**

1. Delivers supports coordination services to assigned caseload within appropriate environments including but not limited to: home, community, educational, and treatment/program settings, utilizing a strengths-based approach.
2. Opens new consumers referred for supports coordination services and assigned to caseload.
3. Develops individual service plans based upon a comprehensive assessment of the consumer's strengths, needs, and functioning within various life domains.
4. Refers and establishes consumers with needed services and supports utilizing available community-based resources.
5. Coordinates necessary programs and services for consumers within the organization, within the provider network, with other human service agencies, and/or with other community supports.
6. Monitors existing services and supports to ensure appropriateness and quality in relation to the identified consumer needs, as well as, the consumer's health and safety, through regular contact and communication with consumers, family members, provider agencies, and other involved individuals.
7. Develops individual budgets and monitors service utilization.
8. Ensures that consumers are informed of their individual rights and of organizational and regulatory grievance and appeal procedures.
9. Assists consumers and families during crisis situations and participates in the agency's crisis intervention services, including the after-hours crisis service.
10. Maintains minimum face-to-face contact with assigned consumers as required by programmatic regulations and requirements or as directed by administration and management.
11. Completes timely and accurate reporting and record keeping related to service delivery as required by programmatic requirements including creating, updating, and maintaining client files and inputting data/service entries into the HCSIS and Susquehanna systems.
12. Will participate in the department's time allocation project and achieve/maintain expectations related to Total Time Recorded of Hours Worked and Direct Service Percentage of Hours Recorded.
13. Will work cooperatively with all public and private agencies including mental retardation providers, state institutions and agencies, residential

- programs, educational providers, community resources, and natural supports.
14. Will attend coordination, service planning, and admission/discharge planning meetings in relation to assigned consumers.
  15. Will encounter confidential information, is responsible for adhering to all agency confidentiality policies, and must maintain strict consumer confidentiality as defined by state and federal law.

#### QUALIFICATIONS: EDUCATION/TRAINING/WORK EXPERIENCE

- A bachelor's degree in a behavioral health or other human service related field.
- A minimum of one year of experience within the human service field following completion of bachelor's degree.
- Must possess a valid driver's license and/or access to reliable transportation.
- Upon hiring, you will be required to obtain PA Child Abuse, PA Criminal Record and Federal FBI clearances.

Interested candidates may download the application packet from our website or call for an application by contacting the Mercer County BHC office at 724-662-1550.

Applications must be received at this office by 4:30 p.m. Wednesday, April 4, 2018.

ATTN: Karen Myers, Personnel  
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