



## MERCER COUNTY BEHAVIORAL HEALTH COMMISSION

**JOB TITLE:** Case Manager II  
ID Supports Coordinator  
**HOURS OF WORK:** 37.5/week

**DEPARTMENT:** Case Management  
**EMPLOYMENT STATUS:** Full-Time  
**FLSA STATUS:** Non-Exempt

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### **OVERALL OBJECTIVE OF JOB**

This position is responsible for providing supports coordination services to an assigned caseload of individuals with intellectual disabilities in accordance ODP service definitions and SCO requirements including ODP bulletin 00-10-06. The role of the Supports Coordinator is to locate, coordinate, and monitor services for individuals.

### **ESSENTIAL FUNCTIONS OF JOB**

1. Facilitates team participation and ISP development.
2. Completes quality ISPs including Critical Revisions as per the timelines outlined in the ISP bulletin and manual.
3. Distributes ISPs that have been approved and authorized by the AE or County Program as per the timelines outlined in the ISP bulletin and manual.
4. Locates services and makes referrals to providers on behalf of individuals.
5. Coordinates supports and services for the individual receiving services.
6. Monitors and verifies that individuals receive the quality, type, duration, and frequency of services and support outlined in the ISP.
7. Verifies health and welfare of participants through meetings with the individual and their family.
8. Provides follow-up and track activities related to ODP approved corrective action plans.
9. Participates in mandatory and ongoing training to enhance skills including completion of the ODP SC Orientation training.
10. Finalizes initial PUNS and update and complete PUNS as indicated in the PUNS manual.
11. Informs individuals of their appeal rights in accordance with ODP requirements.
12. Completes service notes in HCSIS to reflect all contact and actions in regards to the individual and their services including assessment, reviews, actions, and monitoring in a timely manner in accordance with ODP standards for providing SC services as outlined in the SCO bulletin ODP 00-10-06.
13. Completes Monitoring Tools in HCSIS as required by ODP SCO standards.
14. Participates in IM4Q and Incident Management activities as required by BHC policy and ODP standards.

15. Develops and maintains proficiency in the utilization of HCSIS to meet all ODP requirements.
16. Provides SC services within appropriate environments including but not limited to: home, community, educational, and treatment/program settings.
17. Maintains minimum face-to-face contact with assigned consumers as required by ODP regulations and requirements or as directed by administration and management.
18. Will achieve/maintain productivity expectations related to billable daily unit production.
19. Will work cooperatively with all public and private agencies including intellectual disability providers, state institutions and agencies, residential programs, educational providers, community resources, and natural supports.
20. 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.

### **OTHER DUTIES OF THE JOB**

1. Participates in departmental functions to support organizational philosophies and mission.
2. Participates in Quality Assurance activities as required to ensure program compliance with State/Federal regulations and to promote and enhance the quality of program service delivery.
3. Attends agency related meetings as required.
4. Performs other job-related duties and support services as required and assigned.

### **SUPERVISION RECEIVED**

Position will receive regular and ongoing individual supervision related to daily work duties and essential functions of the job. Supervision may encompass and include field supervision and direct observation.

### **SUPERVISION GIVEN**

None

### **WORKING CONDITIONS**

- Work indoors in limited workspace with adequate lighting, temperature, and ventilation.
- Works with average indoor exposure to noise, stress, and disruptions.
- Normal indoor exposure to dust/dirt.
- Works in conditions of potential outbursts or disruptive behavior of clients.
- Travels regularly for service delivery to consumers at sites outside of the office including but not limited to: consumer homes, provider agencies, educational/vocational facilities, and other community-based settings.
- Travels periodically for trainings and meetings outside of Mercer County which may involve possible overnight stays.

## **PHYSICAL AND MENTAL CONDITIONS**

- Must possess ability to record, convey and present information, explain procedures, and follow instructions.
- Must be able to sit for long periods throughout the workday, with intermittent periods of standing, walking, bending, twisting, reaching, and driving as necessary to carry out essential job duties.
- Dexterity requirements range from simple to coordinated movements of fingers/hands; feet/legs; torso as necessary to carry out duties of job.
- Must be able to lift and/or carry items such as, laptop in case, personal briefcase, work related supplies and miscellaneous objects with a maximum weight of thirty (30) pounds.
- Must apply safe lifting and carrying practices. If an item weighs more than maximum weight limit, employee must make more than one trip to carry all necessary items to their vehicle and/or to or from designated worksites.
- Occasional exerting and/or lifting of up to 50 pounds may be required for the maneuvering of equipment or supplies to and from designated worksites.
- Must be able to cope with the physical and mental stress of the position.
- Must be able to physically and mentally react quickly in the event of a disturbance or physical outbreak.
- Must be able to pay close attention to details and concentrate on work.
- Must be able to mentally react quickly to consumers' needs and/or requests as necessary as it applies to your position.

## **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 access to reliable transportation.
- Must possess necessary clearances, i.e.; PA Criminal Record, PA Child Abuse and Federal FBI.

## **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED**

- Must be able to speak and understand the English language in an understandable manner to carry out essential job duties.
- Must possess effective communication and interpersonal skills.
- Must possess initiative and problem-solving skills.
- Must possess ability to function independently, have flexibility and the ability to work effectively with clients, co-workers, and others.
- Must possess ability to maintain confidentiality in regard to consumer information and records.
- Must possess the technical knowledge of operating personal computers and other office equipment.
- Must possess thorough knowledge of social casework principles and methods.

- Must possess ability to plan and organize work and prepare adequate records and reports.
- Must possess ability to understand and interpret laws and regulations in regard to MH/ID programs and services.
- Must possess ability to practice organizational and stress management skills and to practice use of good judgment in assessing needs and services of consumers.
- Must possess ability to understand basic budgeting and math skills.

Interested candidates may submit an employment application from our website [www.mercercountybhc.org](http://www.mercercountybhc.org), or you may pick up or call for an application by contacting the Mercer County BHC office at 724-662-1550.

**Please send application to:**

ATTN: Lynnett Beck, HR  
Mercer County Behavioral Health Commission, Inc.  
8406 Sharon-Mercer Road  
Mercer, PA 16137

Email to: [Lynnett.beck@mcbhc.org](mailto:Lynnett.beck@mcbhc.org)

Fax to: 724-893-1067

**Affirmative Action/Equal Opportunity Employer**

In compliance with the Americans with Disabilities Act, the Employer provides reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the Employer.

Revised 3/21/2022